GRANDE
COMMUNICATIONS®
Here For You

Customer Guide

Welcome To Grande Communications

Thank you for choosing Grande Communications. Please take a few moments to read this guide and learn about your new service(s). This guide will be your resource for everything Grande Communications has to offer. The more you know and use all the options available, the more value and flexibility you will enjoy with our TV, Internet and Phone services. With focus on our customers, we have held true to the belief that our support teams must be in Texas to provide help to the Texans we serve; our 24/7 customer and technical support calls will always be answered by someone right here in Texas.

Your TV Service

With your new Grande Communications TV service there's something for everyone. And we have the features to help you maximize your state-of-the-art entertainment experience.

Interactive Guide on Digital Receivers

The interactive guide is a tool you can use to easily find the shows or channels you want to watch, see what is on at specific times, or search a particular network. Use the guide to quickly find what you're looking for so you never miss a minute of the programming that is important to you.

Note: If you are in Austin, San Marcos, San Antonio or Waco, and use a Scientific Atlanta digital receiver model, check out that section for information. If you are in Corpus Christi, Midland, Odessa or Dallas and use a Motorola digital receiver model you can refer to that section.

TiVo

Available throughout the Grande footprint, TiVo Premiere from Grande is a new way to watch your favorite TV shows, Grande On Demand, Web Videos, Music and Photos right on your TV – whenever you want them. From a device so smart, it knows what you want and even helps you discover new programs you'll love.

Parental Controls

Along with the simple interactive guide, we also offer parental controls. You choose the programming appropriate for your children to view and block the content you don't want them to view.

FlexScreen

FlexScreen is the newest way to watch your favorite programs on any screen, any time, anywhere. Watch over 100,000 clips, movies, and shows! Whether you're anywhere in your house or on the go, FlexScreen is there for you.

On Demand

Grande TV customers with a digital receiver can enjoy On Demand – total programming at your fingertips. Watch your favorite shows back-to-back while enjoying the fast-forward, pause and rewind functions on your remote.

Note: On Demand service is not available in Dallas.

High-Definition Programming

Grande provides HD programming at no extra cost!

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Using Your Remote Control

Your remote helps you navigate Grande TV services. Below is an overview of your remote's capabilities:

POWER/MODE: AUX, DVD, AUD, TV or CBL
Press once to select a home entertainment component to control. **CBL** controls the Motorola or Scientific Atlanta digital receiver.

GUIDE & MENU: Press to go to the Interactive Program Guide.

SETTINGS: Press to customize your Interactive Program Guide.

ARROWS: Press to navigate menus and listings and control playback of live TV and recorded programs.

VOLUME: Press + or - to raise or lower the volume.

MUTE: Press once to turn sound on or off.

FAV (Favorite): Press to see pre-selected channels or programs.

PIP buttons: Press to control Picture-in-Picture functions.

POWER: Press to turn your digital receiver, compatible TV, VCR and other device(s) on or off.

INFO: Press to obtain detailed program information.

EXIT: Press to exit out of your digital receiver's menu and guide.

PAGE: Press to navigate settings or the Program Guide.

OK/SEL: Press to choose options, PPV events and to tune to programs from the Program Guide.

CHANNEL: Press + or - to change the channel up or down.

LAST: Press to go back to a previous screen or area.

DVR & VOD PLAYBACK BUTTONS: Use these buttons to navigate through your DVR recordings or On Demand programming.

Programming Your Remote

1. Turn on all the electronic devices you want the remote to operate (i.e. TV, DVD, AUDIO).
2. Press the **OK/SEL** button and the **MUTE** button together until the **POWER/MODE** button illuminate in slow rotation (AUX, DVD, AUD, TV, CBL).
3. Press and hold the **CHANNEL UP** button until one device turns off. While you are pressing the **CHANNEL UP** button, the **POWER/MODE** buttons will illuminate in fast rotation. As soon as one device turns off, release the **CHANNEL UP** button.
4. Press the **MUTE** button. If the device that turned off in Step 3:

a. Turns back on, press the **OK/SEL** button to lock this code. The **POWER/MODE** buttons will blink three times and then will turn off.

b. Does not turn back on, press the **CHANNEL DOWN** button one click at a time until that device turns back on. Each time you press the **CHANNEL DOWN** button, the **POWER/MODE** buttons will illuminate once in reverse fast rotation (AUX, DVD, AUD, TV, CBL).

5. Repeat steps 2-4 for each of the remaining electronic devices you want the remote to operate.

Using Your TiVo Remote Control

TiVo: Takes you to the TiVo Central® screen, the Guide Menu for all TiVo features and settings.

TV Pwr: If programmed, turns TV or A/V receiver on/off. Your TiVo Premiere is always on.

Arrows: Navigate TiVo menus and program guide. Left arrow goes back.

Thumbs Up/Thumbs Down: Rate shows for TiVo Suggestions.

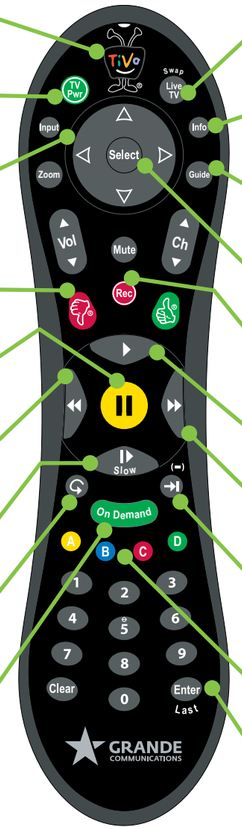
Pause: Press to freeze show. Press again to resume watching.

Rewind: Rewinds show. Press it up to three times for three speeds.

Slow: Plays show in slow motion.

Replay: Repeats last 8 seconds of show. Press and hold to jump to beginning of show.

On Demand: Provides direct access to Grande On Demand library.



Live TV/Swap: Takes you to live TV. If you're watching live TV, use it to switch to another tuner.

Info: Displays detailed info on show being watched. Press again to clear.

Guide: Takes you to the program guide. Press again to clear the guide.

Select: Choose menu options or shows to record.

Record: Start/stop recording.

Play: Starts playing show from My Shows list.

Fast-Forward: Fast-forwards through show. Press up to three times for three speeds.

Advance: Moves forward in 30-second increments. Press and hold to jump to end of show.

A, B, C, D: In TiVo with HD menus, sort and filter views. Look for the on-screen tips.

Enter/Last: Returns to last channel viewed in live TV. Also works like Select button in guide view.

Programming Your TiVo Remote

Programming TV Power & Volume Functions

1. Go to TiVo Central and select "**Settings & Messages**".
2. Select **Settings** > **Remote, CableCARD & Devices** > **Remote Control Setup**.
3. Follow on-screen instructions.

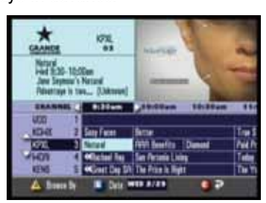
Your Scientific Atlanta Digital Receiver

This section covers the Scientific Atlanta digital receiver used in Austin, San Marcos, San Antonio and Waco.

NOTE: Your Scientific Atlanta digital receiver may look different than the receiver shown here as models may vary.

Interactive Program Guide

Your interactive program guide lets you see what's on TV, access program information, record shows or movies (with DVR feature) and purchase pay-per-view movies or events, all with the click of a button. This guide also lists programs and program information for every channel up to 7 days in advance.



To Access the Interactive Program Guide

1. Press the **GUIDE** button on the remote.

To get detailed information on a program

1. From the Guide Menu, use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to move the selector box around the screen and to highlight a selection.
2. When your selection is highlighted, press the **INFO** button on the remote to view detailed information and additional options on your selection.

To Browse

1. Press the **GUIDE** button to go to the Guide Menu.
2. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight **Theme**, **Title** or **Channel** and press the **OK/SEL** button.
3. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to sort through the listings that appear. When you see something you want to watch, press the **SELECTION** button.

Setting Reminders

1. From the Guide Menu, highlight the future program for which you want to set a reminder and press the **OK/SEL** button.
2. When the menu screen appears, press the arrow buttons to choose "**Set a Reminder for**".
3. Press the **OK/SEL** button. A clock indicates that a reminder has been set.

Note: Every time this program is scheduled to air, a reminder will pop up to notify you one minute before the program begins.

Setting Favorites

1. From the Guide Menu, press the **SETTINGS** button on the remote.
2. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight "**Viewer: Favorites**" and press the **OK/SEL** button.
3. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight channels. Press the **OK/SEL**button to add a channel to your "**Favorites**" list. A favorite channel is noted by a blue ribbon.
4. Press the **A** button to accept your favorite list.

Multiple Options to View or Access your Favorite Channels

1. If you would like to view a list of your Favorite channels, select **Favorites** from the Guide Menu or **HEART** from the Quick menu.
2. Select **Favorites** from the Guide Menu or **HEART** from the Quick Menu to see a list of your Favorite channels.
3. While you are in TV listings, press the **FAV** button on your remote to move the highlight to your next Favorite channel.
4. While watching TV, press **FAV** to quickly tune to your Favorites.

Parental Controls

Parent locks allow you to restrict viewing and purchases of TV programming based on your viewing preferences. Set a personalized 4-digit pin and you can place locks on selected ratings, channels and titles, and even hide adult titles from being displayed on-screen.

Creating a Parental Control PIN

1. Press the **GUIDE** button and then the **SETTINGS** button on the remote.
2. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight **Block:PIN** and then press the **OK/SEL** button.
3. Highlight **Enable** and press the **OK/SEL** button.
4. Choose a four-digit PIN that you will remember.

Note: Follow steps 1 and 2 to change your PIN. Confirm the change by entering your new PIN a second time.

Turning Parental Control On

1. While watching TV, press the **SETTINGS** button.
2. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight **Turn Off/On Parental Control**.
3. Press the **OK/SEL** button to change settings **ON** or **OFF**. Then enter your Parental Control PIN.

Setting Parental Controls – Block Channels

1. Press the **GUIDE** button and then the **SETTINGS** button on the remote.
2. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight Block: Channels and press the **OK/SEL** button on the remote.
3. If you set up a Parental Control PIN, you will be required to enter it at this time.
4. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to choose the channels to block. When your selection is highlighted, press the **OK/SEL** button.
5. Press the **A** button to accept blocked channel. Then press the **EXIT** button to return to watching TV.

Setting Parental Controls – Block Ratings

1. Press the **GUIDE** button and then the **SETTINGS** button on the remote.
2. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to highlight Block: Ratings and press the **OK/SEL** button on the remote.
3. If you set up a Parental Control PIN, you will be required to enter it at this time.
4. Use the **UP/DOWN**, **LEFT/RIGHT** arrow buttons to choose the rating to block.
5. Press the **OK/SEL** button or the **B** button to block the rating. You will have to select each rating separately that you wish to block.
6. Press the **A** button to accept.

Note: Blocks do not take effect until Parental Control is turned on.

Pay-Per-View (PPV)

Ordering PPV

1. From the Guide Menu, highlight the movie/event you want to pur chase and press the **OK/SEL** button on the remote.
2. Press the **B** button to buy and the **A** button to confirm the purchase.

A confirmation message will appear if the program is already in progress. Otherwise, an attention screen counts down until the program begins.

Note: Check the Channel Guide at www.mygrande.com for a listing of your Pay-Per-View specific channels.

Your Motorola Digital Receiver

This section covers the Motorola digital receiver used in Corpus Christi, Midland, Odessa and Dallas.

NOTE: Your Motorola digital receiver may look different than the receiver shown here as models may vary.

Interactive Program Guide

Your interactive program guide gives you easy access to all the features of digital TV. It let's you see TV listings by time, provides viewing options by category, search functions, Favorites, local weather, and more. You can narrow your search by using the theme, or other various subcategories. This guide also lists program and program information for every channel up to 14 days in advance

To Access the Interactive Program Guide

1. Press **GUIDE** once on your remote.

To get Detailed Information on a Program

1. Press the **GUIDE** button on your remote to go to the program listings.
2. Use the **ARROW BUTTONS** to move the selector box around the screen and to highlight a selection.
3. Press **INFO** on your remote to see detailed program information for any highlighted title.

Setting Reminders

1. From an information screen, highlight the **Bell icon** and press **OK/SEL**. Follow the on-screen prompts to confirm the Reminder or set Reminder options.

Note: Every time this program is scheduled to air, a reminder will pop up to notify you one minute before the program begins.

Setting Favorites

The Favorites feature allows you to quickly access the channels you have designated as your Favorites. To add channels to your Favorites list:

1. Select **Setup** from the Guide Menu.
2. Select **Favorites** Setup.
3. Highlight a channel and press **OK/SEL** or **FAV**. The **HEART** indicator will appear, designating the channel as a Favorite.

To remove a channel from your Favorites, highlight the channel in the Favorites Setup and press **OK/SEL** or **FAV**. The **HEART** indicator disappears and the channel will no longer be designated as a Favorite.

Multiple Options to View or Access your Favorite Channels

1. If you would like to view a list of your Favorite channels, select **Favorites** from the Guide Menu or **HEART** from the Quick menu.
2. Select **Favorites** from the Guide Menu or **HEART** from the Quick Menu to see a list of your Favorite channels.
3. While you are in TV listings, press the **FAV** button on your remote to move the highlight to your next Favorite channel.
4. While watching TV, press **FAV** to quickly tune to your Favorites.

Parental Controls

Parent locks allow you to restrict viewing and purchases of TV programming based on your viewing preferences. Set a personalized 4-digit pin and you can place locks on selected ratings, channels and titles, and even hide adult titles from being displayed on-screen.

Creating a Parental Control Locks PIN

Setup and change your Parental Locks and Purchase PIN in the "**PINS Setup**" menu. Your Parental Locks PIN allows you to restrict viewing of programs to only those members of the household that have the PIN. Your Purchase PIN is used to restrict the purchase of pay programming.

To Create your Parental Locks or Purchase PIN

1. Select **Setup** from the Guide Menu.
2. Select **PINs Setup**.
3. Follow the on-screen prompts to setup, clear or change your PINS.

Parental Locks Setup

You can set Parental Locks anytime in the guide or while watching TV.

Using the **LOCK** button or icon:

1. Press the **LOCK** button on your remote or use the lock icon on an information screen.
2. Enter your 4-digit Parental Locks PIN and Lock the channel, title or rating using the on-screen prompts.

Using the **Setup Menu**:

1. From the Guide Menu select **Setup**, then **Locks Setup**.
2. Use the **Arrows Buttons** to make your selections and then press **OK** to confirm each setting.

Pay-Per-View (PPV)

Ordering PPV

1. From the Guide Menu and Quick Menu, select **PPV** and go to the PPV menu.
2. Select any of the PPV options to see programs available in a variety of categories.
3. When you find a program of interest, highlight the title and press **OK/SEL** for the information screen.
4. To purchase a program, highlight the **BUY** icon and follow the onscreen prompts to complete your order.

If the program is scheduled to air at a future time, a Reminder is automatically set to notify you of your order before the program begins.

Note: Check the Channel Guide at www.mygrande.com for a listing of your Pay-Per-View specific channels.

Your TiVo® Premiere

The starting point for the amazing TiVo Premiere features is the TiVo button on your TiVo remote control. Press this button once and you will be directed to the TiVo Central® screen, where you can follow the on-screen directions to where ever you want to go!

For more detailed instructions on using your TiVo Premiere, be sure to visit www.mygrande.com/tivo.

Finding and Recording Shows

Search & Record: Find what you Love to Watch

From the TiVo Central screen, select **Find TV, movies & videos**, then select **Search**. Enter a few letters of the show title or actor name, and the TiVo service searches across TV, On Demand and Web to find matches. When you find something you like, select it to see the show's information screen, then choose **Get this show**. You can record a single episode (select **Record next episode**) or every episode in the series (select **Get a Season Pass**).

Season Pass® Recordings: Record Every Episode of a Show

Just select **Get a Season Pass** from a show's information screen, and every episode of the series will be recorded, even if the date or time changes.

Guide: Find out What's on TV Now or Later

Press the **GUIDE** button on your TiVo remote to find what's on right now, and what's coming up. Use the arrow keys to move around the guide. Press **FORWARD** and **BACK** to move right or left one page at a time. Press **ADVANCE** to move 24 hours ahead and **REPLAY** to move 24 hours back.

WishList® Searches: Find Shows that Match your Areas of Interest

Search by actor, director, keyword or category, and every time a show's title or description matches your criteria, it's recorded for you. To get started from the TiVo Central screen, select **Find TV, movies & videos**, then select **WishList saved searches**.

Recording Options: Get Exactly the Results you Want

You can choose whether or not to record re-runs, how many episodes of a series to keep, or even when to start or stop recording (a little early or a little late). Just choose **Options** when you set up a single recording or a Season Pass recording.

Watching Shows

Live TV: Return to Live TV at Any Time

Press the **LIVE TV** button on your TiVo remote to watch live TV. Press **LIVE TV** again to switch tuners. While watching live TV, you can **PAUSE**, **REWIND**, and **PLAY** the video in slow motion.

My Shows: All your Recorded or Downloaded Programs

My Shows is the first menu item on the TiVo Central screen. Here you'll find all of your recorded and downloaded shows and all of your TiVo recommended shows (TiVo Suggestions).

Hint: You can get to the My Shows list by pressing the TiVo button on your remote control twice.

Parental Controls: Controlling Access is Easy

Restrict access to shows based on rating or simply restrict certain channels. From the **TiVo Central** screen, select **Settings & Messages** > **Settings** > **Parental Controls**.

Getting Recommendations

Discovery Bar: Get Personalized Recommendations

The Discovery Bar is the bar of thumbnail images across the top of TiVo Central and most other TiVo with HD menus screens. The Discovery Bar helps you find new shows based on what shows you rate with the **THUMBS UP** and **THUMBS DOWN** buttons on your remote control. And it doesn't contain only shows. You'll also find thumbnails for actors, collections of related shows, and more. Press the **UP** arrow to move up to the Discovery Bar, then the **LEFT** and **RIGHT ARROWS** to move around. Press **SELECT** on an image that interests you to open an information screen about that item.

TiVo Suggestions: Record Shows that Match your Preferences

Based on the ratings you give to shows and movies, TiVo Suggestions automatically selects and records new content for you. It's a great way to make new discoveries. Don't worry, TiVo Suggestions won't override your own recordings or steal valuable disk space. If you choose to auto-record TiVo Suggestions, you'll find a list of recorded TiVo Suggestions in you're My Shows list. TiVo Suggestions are marked with a Suggestions icon.

Collections: Find Shows Based on Genre or Category

From the TiVo Central screen, select **Find TV, movies & videos**, then select **Browse TV & movies**. You'll find groups of shows on related subject matter recommended by the TiVo Service, partners, or video providers.

Stream the Tunes you Love from the Internet, your PC or your Mac to the Best Speakers in the House

Access the best of internet radio with Pandora® Internet Radio & Live 365. Pandora let's you create custom Internet radio stations personalized just for you and Live 365 let's you stream radio stations from your town and from around the world.

You can also stream music from your PC or Mac to Your TiVo Premiere for free with the TiVo desktop Software available at www.mygrande.com/tivo.

You can access all your music options from the **TiVo Central** screen, choose **Music & Photos** (for TiVo with HD menus) or **Music, Photos & Showcases** (for TiVo with SD menus), and select Pandora or Live 365. Follow the on screen instructions.

Remote Scheduling to Program your TiVo Premiere from Anywhere

Not at home? Take advantage of our Remote Scheduling feature to find shows and schedule recordings online using a tablet, laptop or smart phone.

From your tablet or laptop, go to www.mygrande.com/tivo and click on the "**Online Scheduling**" link. Once on the TiVo site, click the "**Find TV Shows**" link. If you're using a smart phone, go to m.tivo.com. Click on the "**Search**" link, sign in, and select the TiVo device you want to receive the recording request. Then simply pick the TV show you wish to record, choose a recording option, and your request will be sent!

Take your TV Shows & Movies with you on your PC, Mac, iPad, iPhone, Android Phone or PSP

It's easy to transfer recorded TV shows, movies and music from your TiVo Premiere to your PC, Mac, iPad, iPhone, Android Phone or PSP. The first step is to download TiVo Desktop software (free) to your computer. (For the Mac, iPad, iPhone, Andriod Phone and PSP you will need TiVo Desktop Plus for an additional charge) To download this software, visit www.tivo.com.

Once you've downloaded the correct software you can transfer most of the shows and movies to your favorite portable device. Please note, some shows are protected by content rights by the studios and cannot be transferred. The software will identify these shows for you.

iPad TiVo App: Get Ultimate Control and Easily Search and Discover Favorite Shows & Movies

The app brings the best of what TiVo has to offer on a second screen: so you can surface new content, view guides, schedule and manage recordings, get recommendations, or investigate a particular actor's entire resume–all without interruption your program.

Your iPad turns into the ultimate TiVo companion and takes your TV watching experience to a whole new level. Download the TiVo App for iPad from the Apple App Store.

Note: To use the app, you'll need to make sure that the "Network Remote Control" setting is enabled on your device. From TiVo Central, select **Settings & Messages** > **Settings** > **Remote, CableCARD, & Devices** > **Network Remote Control**.

Parental Controls

Your TiVo Premiere DVR from Grande gives you two great ways to make sure your family has access to only those shows you want them to watch.

Using Parental Controls

From the TiVo Central screen, choose '**Settings & Messages**,' then '**Settings**,' then '**Parental Controls**.' (Or, select the padlock icon from the large channel banner.) The padlock icon in the channel banner shows the current state of Parental Controls.

- **Off** No password or controls are set. The icon is dim and unlocked.
- **On** Password and controls are set. The icon is bright and locked.
- **Temporarily Off** Controls are set but turned off. The icon is bright and unlocked.

Changing Parental Controls Settings

Once Parental Controls are on, you must enter your Parental Controls password to change any Parental Controls settings.

Turn on Parental Controls. Use the number buttons on the remote control to enter a four-digit password, then enter the same password again for confirmation.

Turn off Parental Controls. Enter the password, and press **SELECT**. When Parental Controls are off, the password is deleted and anyone can view any shows or watch any channels.

Temporarily turn off Parental Controls. Either enter the password to watch a show or channel, or select '**Temporarily turn off Parental Controls**' from the Parental Controls screen. When Parental Controls are temporarily turned off, any show or channel can be viewed, but the password is still required to change Parental Controls settings.

Auto Re-lock. When Parental Controls are temporarily turned off, they re-lock automatically after four hours of no remote control activity. Parental Controls won't re-lock in the middle of a show. Use this setting to disable Auto Re-lock.

Change the Password. While Parental Controls are on, select '**Change Password**' from the Parental Controls screen. Enter a new password, then re-enter the new password to confirm.

Setting rating for TV and movies. Movies originally meant for release to theaters have a different rating system from shows made for TV. Use rating limits to set rules for both rating systems, as well as for specific types of TV content. Select the rating type to change it.

TV rating limit. Ratings shaded in green are not locked; ratings in red are locked. Use the **UP/DOWN** arrows to adjust which ratings are locked.
Movie rating limit. Ratings shaded in green are not locked; ratings in red are locked. Use the **UP/DOWN** arrows to adjust which ratings are locked.

Block by TV content. Types of content marked by broadcasters as able to be blocked are listed. Select each type of content you want to block and use the **UP/DOWN** arrows to adjust which ratings are blocked (shaded in red). Ratings in gray do not apply to that type of content. For example, a TV-Y show would not have V-Violence content so there is nothing to block.

Block Unrated Programs. Some movies and TV shows are unrated. Use this setting to block all unrated movies or TV shows.

Manage Other Ratings. Additional regional ratings may be available.

Pay-Per-View

Ordering PPV

1. Browse through the channel guide for the PPV program you are interested in viewing.
2. When you find a program of interest, highlight the title and press **SELECT**.
3. Press **SELECT** again to view the PPV information.
4. Follow the on-screen instructions.

Note: Check the Channel Guide at www.mygrande.com for a listing of your Pay-Per-View specific channels.

FlexScreen

FlexScreen is the newest way to watch your favorite programs on any screen, any time, anywhere. Watch over 100,000 clips, movies, and shows! Whether you're anywhere in your house or on the go, FlexScreen is there for you.

- Watch TV and more wherever you want.
- Available on all your favorite devices (smartphone, tablet, laptop).
- All you need is an Internet connection and a Grande username.

Note: Content provider restrictions apply.

About FlexScreen

- Included free with your HBO or Cinemax premium channel subscription.
- HBO GO and MAX GO are services that allow HBO or Cinemax subscribers to watch their content on:
  - Computers: Macs & PCs.
  - Mobile devices like the iPad, iPhone or Android Phones and tablets.
  - Internet streamer devices like ROKU box.
  - Video game consoles like XBOX360.

How to Use FlexScreen

1. Go to www.mygrande.com/flexscreen and click on "**Get the HBO Go App**" or "**Get the Max Go App**".
2. Follow the on-screen instructions.

Note: To use FlexScreen you need a username and password. If you already have a @mygrande.net or @grandecom.net email address, you already have a Grande username. Your username is the first part of your Grande email address before the @ symbol.

For example, if your email address is: username_xyz@mygrande.net, then your username is 'username_xyz'. Your password is your current Grande email password.

Please contact Grande Customer Service is you do not have a username. If you do have a username but forgot your password, go to http://password.mygrande.net to reset it.

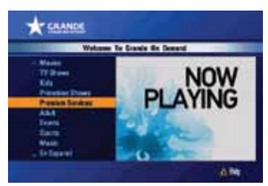
On Demand Services

Grande's On Demand lets you choose from thousands of movies and programs, many of them free. Use your remote to pause, rewind or fast-forward your program, similar to how you use a DVR or DVD. You can watch what you want, when you want. And, if you have HBO, Showtime, Cinemax or Starz, you can enjoy On Demand programming from those channels as part of your service.

Note: On Demand is not available in Dallas.

Using On Demand
(on Scientific Atlanta and Motorola Digital Receivers)

(Motorola)



(Scientific Atlanta)

You must have Preferred TV or Premier TV and either a Scientific Atlanta (in Austin, San Marcos, Waco, San Antonio) or Motorola digital receiver (in Corpus Christi, Midland and Odessa) to access Grande's On Demand service. Follow these steps to access On Demand:

1. Tune to Channel 1.
2. Scroll through the category options to select your desired category.
3. Press **OK/SEL** to make your selection and move to the next screen.
4. While watching you can use your remote to **PAUSE**, **STOP**, **FAST-FORWARD** or **REWIND**.
5. Press **STOP** to exit currently playing program and return to the On Demand menu.
6. Press **LAST** to return to prior On Demand screen.

Note: Movies, events and other programs are typically available for 48 hours after rental. Adult programs are available for 8 hours after rental.

You can watch a program as many times as you like within the rental period. To resume watching a previously rented program, go to that program's category and select "My Rentals" or "Saved Programs."

Using On Demand (with TiVo Premiere)

Your TiVo Premiere integrates Grande On Demand into TiVo's search, browse & discover tools so it is easy to find your favorite TV shows and movies any time day or night. The fastest way to access the Grande On Demand library is to press the **ON DEMAND** button on your remote control.

You can also get to Grande On Demand from the TiVo menu. When using TiVo with HD menus, from the TiVo Central screen choose **Find TV, movies & videos** then **Grande On Demand**. When using TiVo with SD menus, on the TiVo Central screen choose **Grande On Demand**.

Using Parental Controls On Demand

You can easily set a Parental Controls in order to prevent unauthorized users from buying any content that must be purchased - such as movies, adult movies or events. If you subscribe to HBO, Showtime, Cinemax or Starz, you may want to block access to these On Demand channels as they may contain mature programming. For more information on parental controls, please go to page 10 in this booklet.

High-Definition Television (HDTV)

Grande's HDTV service delivers movie theater quality to your living room with Dolby® Digital 5.1 surround sound and 1080i transmission for crystal clear picture resolution. That's ten times sharper than standard definition TV and a 33% larger wide-screen image. Our HD service includes your favorite broadcast channels as well as many more popular channels:

HDTV Requirements

You must have both an HDTV television and either an HD digital receiver, a TiVo Premiere or HD cable card to enjoy HDTV. Simply plugging your HDTV television into an active outlet will not deliver an HD signal to your HD television. Additionally, not all Grande digital receivers are HD digital receivers. If you are not sure you have the correct receiver, please contact Grande Customer Service.

(Motorola)

(Scientific Atlanta)

NOTE: Your digital receiver may look different than the receiver shown here as models may vary.

Connecting Your HDTV

There are two types of cables that can be used to connect your HD receiver to your HDTV television.

1. **Component Cable** – Grande uses this cable that has 5 RCA connectors.

2. **HDMI Cable** – This cable combines all 5 ends into one connector.

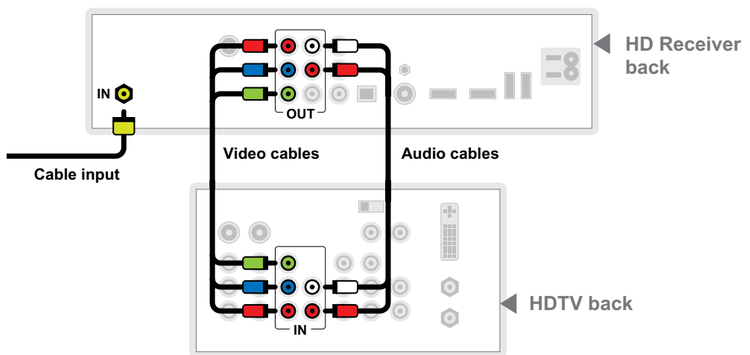
HDTV Screen Dimensions

Watching standard definition channels on HDTV may result indifferent screen dimensions and you may see bars on both sides of your screen. Refer to your TV manual for instructions on how to stretch your picture to fill the entire screen. Stretching the picture can cause distortion. This is not a result of your Grande service.

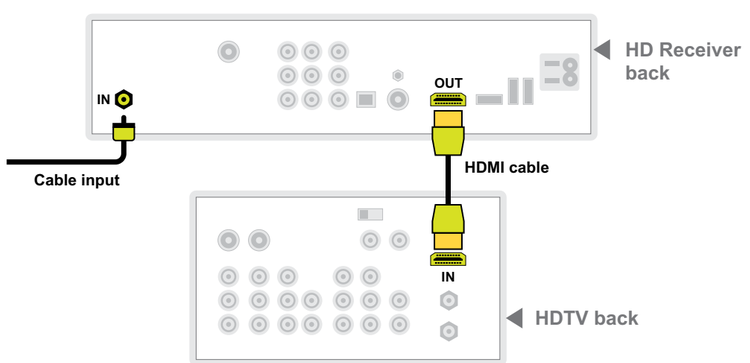
Connecting Your Components

If you have an HD digital receiver (either Scientific Atlanta or Motorola) or a TiVo Premiere, and an HDMI input on your TV, you can use a single HDMI cable instead of component cables. Both cables will produce high quality results. The diagrams below illustrate how to set up connection with either component or HDMI cables.

To Connect HD Using Component Cables

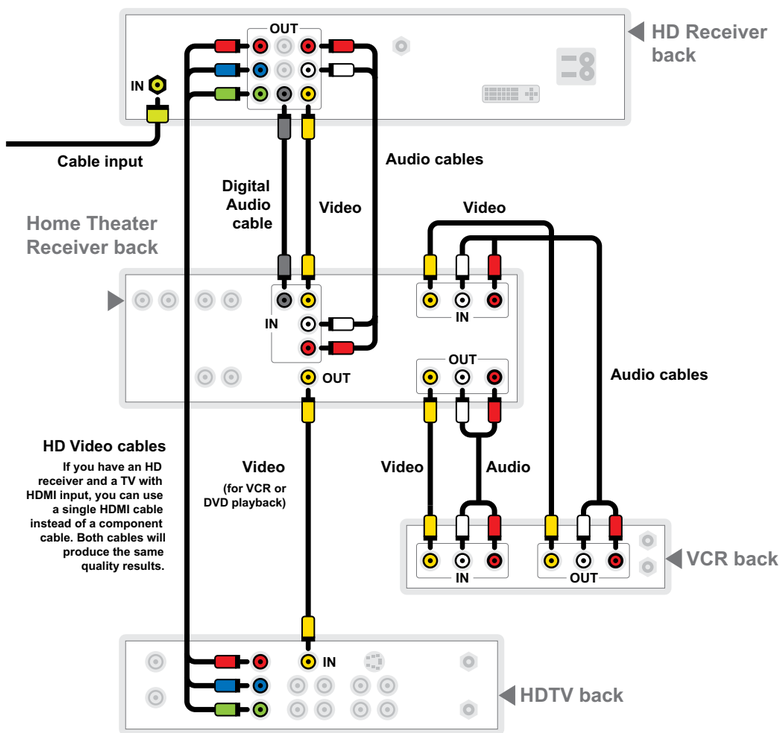


To Connect HD Using an HDMI Cable

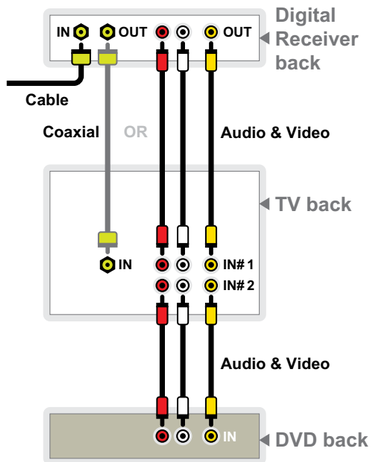


In addition to setting up your TV with your HD digital receiver or TiVo Premiere, you can set up your home theater system, DVD player, stereo system or game system. The diagrams below illustrate how to set up these types of connections.

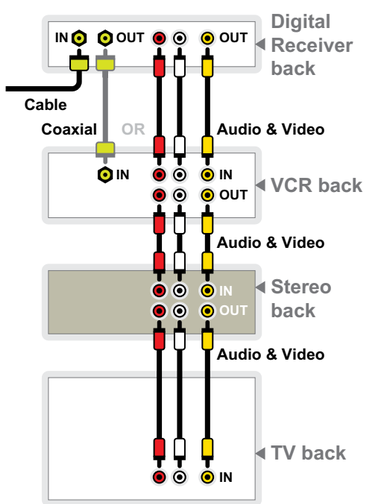
To Connect an HD Receiver with Your Home Theater System



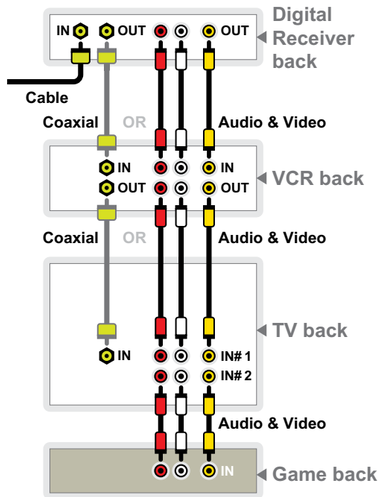
To Connect a DVD Player



To Connect a Stereo



To Connect a Game System



Troubleshooting Tips

Problem: No sound.

Possible Cause: MUTE is accidently pressed on your remote control or television.
Try This: Press MUTE on the remote control to restore the volume level.

Problem: No picture.

Possible Cause: Cable signal may not be reaching your home.
Try This: Check the signal on each TV in your home to verify if all TVs are impacted or just one. On any impacted TVs, check to make sure cables are connected properly and your TV(s) is tuned to the cable channel (3 or 4). If you still aren't receiving a cable signal on any or all TVs, please contact Grande Customer Service.

Problem: Picture or sound quality issues.

Possible Cause: Cable is disconnected or loose.
Try This: Reconnect the cable from your wall outlet to the back of your digital receiver. Make sure the digital receiver is ON.

Problem: REC is displayed on the front LED display on my digital receiver and I cannot change any settings via my remote.

Possible Cause: The record button was pressed on the remote control but there is not a DVR or any other recording device to activate the function.
Try This: Press EXIT twice to remove REC. You should now be able to use your remote.

Problem: Remote control doesn't work.

Possible Cause: Obstruction between the remote and the digital receiver; the remote isn't set to Cable TV mode; dead batteries.
Try This: Make sure nothing is on the digital receiver or blocking a clear line of sight between the receiver and the remote; OR press CBL on your remote; OR change the batteries in your remote control.

Problem: Cannot find the secondary language option.

Possible Cause: The SAP (secondary audio program) is located on your TV.
Try This: Consult your television user guide to find out if your TV has this feature. If it does, it can easily be turned ON or OFF on the television itself.

Problem: On some of my channels the audio does not match the program being displayed or I do not have audio.

Possible Cause: SAP (secondary audio program) is enabled.
Try This: Pressing SETTINGS once, highlight "Disable SAP" and click **SEL/OK**.

Problem: On some of my channels the audio does not match the program being displayed or I do not have audio.

Possible Cause: SAP (secondary audio program) is enabled.
Try This: Pressing SETTINGS once, highlight "Disable SAP" and click **SEL/OK**.

Problem: Error 221, 222 or 301 on screen while trying to purchase On Demand content.

Possible Cause: This error means that your account is past due or you have reached your credit limit.
Try This: Contact Grande Customer Service or use your online bill payment tool to resolve this situation. You will be able to purchase On Demand programs within one hour of making a payment.

FAQs

What are the icons at the bottom of the screen?

These icons are called Quick Menu icons. They are available to help you find what you're looking for faster. The Quick Menu lets you quickly go to other areas of the guide, such as Movies or Favorites Menu. Once you have selected a program title by highlighting it and press **OK/SEL** or **INFO**, you can use the Action Icons on the information screens to set Reminders and Parental Controls, schedule Recordings, **BUY** programs and more.

How do I tell what the icons mean?

You will find descriptive text beneath the row of icons when you have an icon highlighted. This information changes as you move the yellow highlight using the arrow buttons on your remote. On program information screens, the Action Icons are specific to the program. For example, a **BUY** Icon will appear only for On Demand and Pay-Per-View programs. Playback Icons will appear only for recorded programs or rented On Demand titles.

I can't see the entire program title in the listings.

Some program titles are too long to fit in the space provided in the grid. You might see "…" to indicate there is more to the title. For example, "Third Rock From the Sun" might appear as "Third Rock…" Highlight the program and check the Instant Information area at the top of the screen for program title and other valuable information, including rating, actors, start/end times, etc.

What is the graphic bar that appears when I change channels?

The Flip Bar appears for a few seconds as you're changing channels to provide important information about programs. You will find the name of the current program, start and end times, channel number, rating and current time.

What is the red light on the upper left front of my box and/or what is the envelope on the screen?

Occasionally, your TV provider may send a Message to inform you about new services and special promotions. To read the message, go to the Guide Menu and select Messages. Once you have read the message, you can keep or delete.

How do I get information on programs?

You can access information by pressing the **INFO** button on your remote. Press **INFO** once for instant information or twice for complete information.

How do I set my digital audio language?

You can choose the language that displays on the screen button and descriptions, and also change the secondary digital audio that is available with certain networks and programs. Choose Audio Setup from the Setup menu and change the default setting. Choose from English, Spanish, Portuguese or French. This feature is only supported on certain digital channels that provide secondary audio. If the chosen audio language is not available, the default audio language will be heard.

Do my Parental Controls & Purchase PIN settings stay the same for On Demand purchases as with regular programs?

Yes, PINs and settings apply to On Demand ratings and purchases.

I only watched 15 minutes of my On Demand program before it expired. How can I watch the rest of the program?

You will have to order the program again. On Demand programs are only available for the time listed on the screen when you purchased the program and will not be extended.

If I get to the end of an On Demand program and want to watch it again, can I restart at the beginning?

Yes, as long as your viewing period has not expired. You may watch the program as many times as you like during the viewing period.

How do I return to watching an On Demand program after I've tuned to another channel?

Select My Rentals from the On Demand menu and choose the program you want to continue watching. You can either begin watching where you left off by selecting Resume, or start over with Restart.

Some of the programs appear in the listing with a check mark or a dollar sign next to the title. What does this mean?

You may see a check mark or dollar sign to indicate a program you have ordered.

How many On Demand or Pay-Per-View programs can I order at one time?

The default credit limit is $150. You can order as many as you want up until that credit limit is reached.

I tried to order an On Demand program and received an error screen that read "Unable to Process Request". What does this mean?

This message occurs when the digital receiver is unable to communicate with the On Demand system. Try turning off your receiver, turning it on, and trying to order On Demand again. If the message appears again, note the time it appears, the action you took, and contact Grande Customer Service.

How many hours of programs can I record with a DVR?

Most DVR's will record up to approximately 90 hours of Standard Definition recordings and 12-20 hours of High Definition programming. TiVo Premiere can record up to 45 hours of High Definition programming.

How do I know if my TV is HD-ready?

Most new television support HD. Consult your TV user manual or TV manufacturer to determine whether your television supports HD.

I bought a new TV. Do I just connect it to my Grande Digital Reciever or TiVo Premiere and it works?

Yes. Grande Digital Recevers and TiVo Premiere service is compatible with most new TV brands.

What Input do I need to set on my TV?

Check your TV manufacturer's guide. This should show you where to locate your TV input.

Where can I find my Home Networking passcode?

Your passcode information can be found in your service documentation left by your service installer or on the back cover of this book if written down during service installation.

Your Internet Service

Your Internet service will provide you with an online experience that's fun, delivers unlimited access to a wealth of educational resources. You can listen to music channels to suit the tastes of every family member, tune in to local weather, sports updates and online videos. And all this and is available through your computer.

This guide to Your Internet Service will provide you with basic information on setting up individual Internet service like email, webmail, your Grande Home Page, online security and much more.

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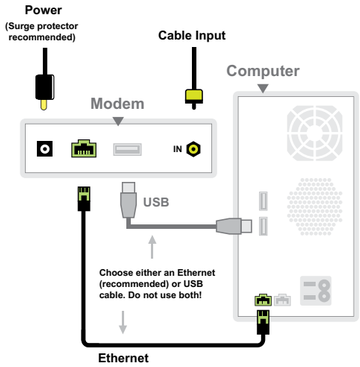
Getting Connected

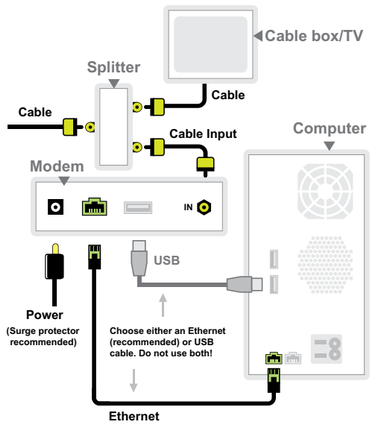
Connecting Your Equipment

To connect your equipment, use the diagrams for Understanding Your Modem, Equipment Set Up for Internet and Equipment Set Up for Internet and TV.

Equipment Set Up for Internet



Equipment Set Up for Internet and TV



Note: If your Grande service technician set up your Internet connection directly from the wall outlet to the ethernet connection on your computer, then you have Grande's fiber-to-the-home service and do not require a modem.

Understanding Your Cable Modem

If you are connecting using a USB cable, the USB driver for the cable modem must be installed for the computer to recognize the Internet properly.

Important: As long as the Standby light is dark, you should never touch the Standby button on top of your modem unless instructed to do so by Grande Communications.

Front View of your Cable Modem

When the Power, SYNC, and Ready LEDs are lit, the cable modem is working properly. The USB or ENET LED should also be lit depending on what port is being used.

1. Power
2. USB
3. ENET
4. SEND
5. RECV
6. SYNC
7. Ready

Back View of Your Cable Modem

1. Power
2. ENET port
3. USB port
4. Cable port

NOTE: Your cable modem may look different than the modem shown above. You can find more information about you cable modem www.mygrande.com/userguides.

Connecting Your Cable Modem

1. Connect the coaxial cable that is dedicated to your cable modem to the cable connector on the back of the cable modem.
2. Plug one end of the Ethernet cable into the Ethernet port on your computer. Please note that if you have a computer with both USB and Ethernet connectors, use only the Ethernet connector.
3. Connect the other end of the cable to the Ethernet jack on the back of the cable modem.
4. Once the Ethernet cable has been connected to the cable modem, connect the power cord into the modem's power connector.
5. Connect your computer's power cord into your power outlet.
6. If your modem has a power switch, turn it on. Wait while the modem synchronizes. This could take up to ten minutes.

Testing Your Internet Connection

After connecting your computer to the cable modem, test your Internet connection by opening your Internet browser (i.e. Microsoft Internet Explorer, Apple Safari, Mozilla Firefox or Google Chrome) and going to www.mygrande.net. The Grande portal page should appear and this means you have successfully connected to Grande Internet Service.

Note: If the Grande Portal page does not appear, please check your modem connections and try again. If the problem persists, please try the troubleshooting tips at the end of the Internet section of this guide.

Speed Test

You can test the speed of your connection by using Grande's Speed Test site. Open your browser window and go to http://speedtest.mygrande.net/. Click on the appropriate city where you are located and the test will start running. When the test is complete, it will show you the download and upload speedsof your connection.

Actual download and upload speeds may vary. Many factors affect speed.

Your Grande Username and Password

As a Grande Internet customer you receive up to five @mygrande.net email addresses with your service. The first part of your email address (i.e. the part proceeding the @ sign) is your username. For example if your email address is jdoe@mygrande.net then "jdoe" is your username.

You can change your password at any time:

1. Open your Internet browser and go to https://admin.mygrande.net.
2. Login using your current username and password.
3. Click on the "**password**" button on your screen.
4. Enter your new password and click the "**change**" button.
5. Your new password is now active.

Note: Your Grande Internet username and password are not the same as your Grande Online Bill Payment username and password.

Important: Forgot your password? Please go to http://password.mygrande.net to reset your password.

Your Grande Home Page

Grande Communication's mygrande.net home page is your one stop to check and send email, see the latest news, sports, entertainment, full episode and video clips you want. You can even personalize your mygrande.net home page to your specific interests – and with search powered by Google™, you're just a click away from anything you want to find.

Logging in to mygrande.net Home Page

Checking email or personalizing your home page is easy using your Grande username and password.

1. Open your Internet browser and go to http://mygrande.net.
2. Click on the "**Log In**" button on the upper right corner of the web page.
3. Enter your Grande username and password in the box on the upper right hand corner of the page.
4. Click on "**Log In**".

After logging in once, you will be able to personalize your homepage to see exactly what you want, without logging in again.

Important: If you do not have a username or have forgotten your password, please contact Grande Customer Service.

Setting You Home Page to mygrande.net

1. Open your Internet browser and go to http://mygrande.net.
2. Click on the link that reads "**Make This My Home Page**" on the top header of the web page.
3. Follow the directions in the dialog box that appears on your screen.

Customizing Your Home Page

Once you have logged in, you can customize your home page:

1. Click on the link "**Personalize**", located below the "**Portal Control**" link on the right hand side.
2. Select the content you want from the various categories. When you have completed your selections, click on "**FINISH**" to save your settings.
3. You are done! You can go back at any time and make additional changes as you build a home page that is tailored just for you.

Using Grande Webmail

Grande's Internet services come with up to 5 email accounts. Grande Customer Service will set up your account and then you can begin send and receive emails from family and friends. If you are on the road away from your computer, or simply elect not to use an email application, then you can access your email through any Internet browser from anywhere in the world using Grande's webmail service.

How to Access your Grande Webmail

1. Open your Internet browser and go to http://mygrande.net.
2. Log in, using your Grande username and password.
3. Click on the Email link.

4. That's it! You are in your Grande webmail.

How to Receive Email

After you have successfully logged in to your email account, the email system will automatically check for new messages. If you are expecting an email and suspect that it may have been sent after you logged in, then click on the "**Refresh Inbox**" icon.

How to Send an Email

After you have logged in to your Grande email account, you just a few simple steps away from sending an email.

1. Click on the "**New Message**" icon.

2. In the '**To**" box, type the email address of the person you want to receive the email.
3. In the "**Subject**" box, type the subject of the email.
4. Type your message.
5. After the previous steps have been completed to your satisfaction, click on the "**Send Message**" button at the top or bottom of the message.
6. Your email has been sent.

Using Grande Webmail (continued…)

How to Read your Emails

1. Click on the "**Subject**" the email you would like to read. Once you do, that email will open.
2. To open a different email, click on the "**Inbox**" button. This will take you back to your inbox folder where you can open another email by clicking on the "**Subject**".

How to Replay to an Email

1. After you have opened an email, locate the "**Reply to Sender**" and '**Reply to All**" text.
2. If you want to reply only to the person that sent the email, click on the "**Reply to Sender**" text. On the flip side, if you want to reply to everyone included on the email, click on '**Reply to All**" text.
3. After you click on this text, your email will already have the email address of the recipient and the "**Subject**" line populated.
4. Type your message and then click on the "**Send Message**" button.

How to Delete an Email

1. Click on the white checkbox to the left of the email you wish to delete. A checkmark will now appear within the box. Follow this process for any email you wish to delete.
2. After you have selected all the email you want to delete, click on the "**Delete**" text.
3. Your emails have now been sent to a "**Trash**" folder that can be accessed by clicking on the "**Folders**" icon.
4. You can set up your account to purge your deleted messages after a specified time period. This helps alleviate concerns of exceeding disk storage thresholds. Click on your "**Options**" icon to access "**Maintenance Operations**" and set your personal options.

How to Create Other Folders

Many users often create other folders to help organize email. After reading your mail, you can put it in a folder organized by theme, date, or whatever makes sense to you.

1. Click on the checkbox next to the email you want copied or moved to a different folder. After you have clicked it, the box should be marked with a checkmark.
2. Click on the Down arrow next to the "**Messages To**" text and click on "**New Folder**."
3. Click on "**Move**" or "**Copy**" depending on whether you want to move the email to a new folder or want another copy of the specific email in a new folder.
4. A box will appear asking you to name the new folder. Type in your desired name and click "**OK**."
5. To view the folder, click on the down arrow by the "**Open**" text and click on the name of the new folder.

How to Mark your Mail

To help organize your email, you can color-code your mail by type. For example, if you feel that a certain message is very important, you can mark it as important. There are several options for marking your mail such as seen, unseen, important, not important, answered, unanswered, deleted, not deleted, draft, and not draft.

1. Click on the email that you want to be marked. After you have clicked it, the box should be marked with a check.
2. Click on the down arrow by the text "**Mark As**" and click your desired category. The email will now be a different color depending on the category you assigned.

Managing Your Email

Use the Email Administration web page to change your password; add or delete email accounts; set auto-forwarding options; manage your spam filters; whitelist (allow) or blacklist (disallow) email addresses and setup auto-responder messages.

To access the Email Administration web page type https://admin.mygrande.net in to your Internet browser, making sure that you use https instead of the regular http. Type your Grande username and password in the appropriate text boxes and click "**Log In**."

Changing your Password

Follow the steps below to change your email account password.

1. Click the "**Change**" button under the Password title.
2. Type a new Password In The "**New Password**" and "**confirm**" Text Boxes.
3. Click "**Change**".
4. The Current Status Bar Will Change To "**Password Changed**".

Important: Email passwords are case sensitive.

Managing Accounts

Your Grande Internet Service may include up to 5 email accounts. You can use this option to view your current accounts, setup new accounts or delete accounts you no longer need.

View Current Email Accounts

When you enter the "**Account Manage**" option you will see all your valid email accounts with their current disk usage information as well as the first and last name assigned to each one of them.

Creating a New Email Account

Follow these steps to create a new email account:

1. Enter a valid username. This is the first part of the email address (i.e. portion before the "@" symbol). The username must be between 3 and 16 characters and can contain only letters, numbers, a period, and underscores.
2. Enter a password and confirm the password entered.
3. Enter the first and last name.
4. Click on "**Add New Account**". The new account will be created and will now appear on the Email Address list.

Note: You will only be able to create an email account if you have not reached your maximum limit.

Deleting an Email Account

Follow these steps to delete an email account:

1. Click on the "**Delete**" button next to the email address you want to delete.
2. Click "**OK**" on the confirmation message.
3. Under the "**Attention**" area you should see a message reading "**SUCCESS: This account has been deleted.**"

Reset a Password

Follow these steps to reset an email password:

1. Click on the "**Reset Password**" button next to the email address you want to reset.
2. Click "**OK**" on the confirmation message.
3. The following message will appear: "**If this username is used for a Dialup, DSL, or Webspace account please be aware that the pass word reset will affect these services.**"
4. Click "**OK**" on the confirmation message.
5. The final confirmation message appears: "**The password for 'Account' was reset to 'hpizns.' This password can be used permanently, or 'Account' can log in to this site with the password 'hpizns' and change it.**"

Forwarding your Email

You can temporarily forward your incoming email to any email address you designate (i.e. forward your home email to the office while at work).

Follow these steps to forward your incoming email:

1. Click the "**Manage**" button under the Forwards bar.
2. Type the forwarding email address in the "**Forward**" text field.
3. If you would also like a copy kept in your email account, place a check mark in the "**Local**" box.
4. Click the "**Add**" button under the Submit bar.

Follow these steps to stop forwarding your incoming email:

1. Click the "**Manage**" button under the Forwards bar.
2. Delete the forwarding address from the "**Forward**" text box.
3. Click the "**Add**" button under the Submit bar.

Setting Up Email Filters

Grande enable email filters (email security) by default. You may turn this feature off if it is critical that no email addressed to you is refused. To disable email security click on "Email Security Disabled (I will manage my own email security)".

Spam-Filter Management

When this option is enable Grande attempts to determine whether your email is clean of spam. There are four options available:

1. No Content Filtering: turns spam filters off.
2. Quarantine to my Webmail **JUNK** folder: this filter will move spam messages into a Junk folder that you can browse whenever you choose.
3. Tag my Subject Line: this filter will add the word "**SPAM**" to the subject line of any email that is identified as spam.
4. Discard the email: if spam is found it will be automatically deleted.

WhiteList Email Addresses

With this option you can add email addresses or email domains that you would to bypass spam filters. Follow these steps to add addresses to the WhiteList:

1. Click on the "**Manage**" button under the WhiteList column.
2. Enter the list of email addresses using this format: user@domain.com, @domain.com, user@, or domain.com. Blank lines and any other invalid entries will automatically be removed.
3. Click on "**Yes**" to enable the WhiteList.
4. Click on "**Save**" to save your changes.

BlackList Email Addresses

With this option you can add email addresses or email domains that you would like to block. Follow these steps to add address to you BlackList:

1. Click on the "**Manage**" button under the BlackList column.
2. Enter the list of email addresses using this format: user@domain.com, @domain.com, user@, or domain.com. Blank lines and any other invalid entries will automatically be removed.
3. Click on "**Yes**" to enable the BlackList.
4. Click on "**Save**" to save your changes.

Setting Up an Auto-Responder Message

This feature allows you to create your own automated response message. Anyone that sends you an email will receive the response message. Follow these steps to create and activate your message:

1. Click on the "**Manage**" button under the "**Bouncer**" column.
2. Enter a custom message in the text box.
3. Click on "**Yes**" to enable your automated response message.
4. Click on "**Save**" to save your changes. Once enabled, when a new message is received in your mailbox, the sender will automatically receive your custom message.

Setting Up Email Applications

Set Up Windows Mail

Windows Mail is the default email that comes standard with Internet Explorer. Follow the steps outlined below to set up a new account:

1. In Windows Mail, click **Tools** > **Accounts** > **Mail** > **Add** > **Email Account**. This will start a mail wizard configuration screen.
2. Enter your name as you wish it to appear in the "**Display Name**" field.
3. Enter your Grande email address in the username@mygrande.net format in the email address field.
4. Set up email servers window settings: Select **POP** in the drop-down list. Enter "**mail.mygrande.net**" in the "**Incoming Mail Server (POP3)**" field. Enter "**mail.mygrande.net**" in the "**Outgoing Mail Server (SMTP)**" field.
5. Click "**Next**". Your email is now configured to use any available connection.
6. Enter the Grande username and password. Then click "**Next**".
7. You should see a congratulations message.
8. Now click "**Finish**". You should be able to send and receive email using your Grande email address.

Set Up Outlook Express

Follow the steps outlined below to set up Outlook Express with your Grande username and password:

1. Open Outlook Express by double-clicking the **Outlook Express** icon on your desktop.
2. The first time you start Outlook Express the Internet Connection Wizard will run. Select "**Create a new Internet mail account**" and click "**Next**" to continue.
3. On the "**Your Name**" screen type in your name as you would like it to appear on your outgoing e-mail messages and click "**Next**" to continue.
4. Type in your email address on the "**Internet Email Address**" screen. Click "**Next**" to continue.
5. On the email server names screen, select **POP3** from the drop down list.
6. In the space provided below Incoming mail (POP3, IMAP or HTTP) server: enter: **mail.mygrande.net**.
7. Type in mail.mygrande.net as your Outgoing mail (SMTP) server and click "**Next**" to continue.
8. On the Internet mail logon screen, type in your Grande username in the field titled "**Account Name**". Your user name is everything leading up to, but not including the @mygrande.net part of your e-mail address. For example, if your e-mail address is test_account@mygrande.net, you would enter test_account as your Account Name.
9. In the "**Password field**", enter your Grande password. If you do not wish to enter your password every time you check your email, put a check in the box labeled "**Remember Password**". Click "**Next**" to continue.
10. Congratulations, you have now set up Outlook Express as your email program. Click "**Finish**" to begin sending and receiving email.

Set Up Outlook 2003

Follow the steps outlined below to set up Outlook 2003 with your Grande username and password:

1. Open Microsoft Office Outlook 2003 by double-clicking the **Outlook icon** on your desktop.
2. If the Email Accounts wizard doesn't launch on its own, select "**Tools**" from the top menu, and "**Email Accounts**" from the drop down list.
3. Select "**Add**" a new email account and click "**Next**" to continue.
4. On the "**Server Type**" screen, select **POP3** and then click "**Next**" to continue.
5. On the "**Internet e-mail settings (POP3)**" page you will need to fill in your information for each of the six fields. For "**Your Name**" type in your name, for "**Email Address**" type in your Grande provided email address. In the "**username**" field type in your Grande username (which is the part before @mygrande.net in your e-mail address) and in the "**Password**" field type in your password. For "**Incoming mail server (POP3)**" type in "**mail.mygrande.net**". For "**Outgoing Mail Server (SMTP)**" type in "**mail.mygrande.net**". After filling the six fields, click the "**Test Account Settings**" button.
6. If anything shows up as Failed, return to the previous window and double-check your settings.
7. At this point you have finished setting up Outlook 2003 and need to click the "**Finish**" button. You may now begin to use Outlook 2003 to send and receive email.

Set Up Outlook 2007

Follow the steps outlined below to set up Outlook 2007 with your Grande username and password:

1. Open Microsoft Office Outlook 2007 by double-clicking on the **Outlook icon** on your desktop.
2. If the email account wizard doesn't launch on its own, select "**Tools**" from the top menu, and "**Account Settings**…" from the drop-down list.
3. On the "**E-mail**" tab, click the "**New…**" button.
4. In the Outlook 2007 Startup wizard, click "**Next**" to continue.
5. On the "Account Configuration" page, choose "**Yes**", then click "**Next**" to continue.

Set Up Outlook 2007 (continued…)

6. On the "**Auto Account Setup**" page, put a check in "**Manually configure server settings or additional server types**", then click "**Next**" to continue.

7. On the "**Choose E-mail Service**" page, choose "**Internet E-mail**", then click "**Next**" to continue.

8. On the "**Internet E-mail Settings**" page, you will need to fill in your information for each of the six fields. For "**Your Name**" type in your name. For "**E-mail Address**", enter your Grande-provided email address. Leave the "**Account Type**" as "**POP3**". For "**Incoming mail server**", type in "**mail.mygrande.net**". For "**Outgoing mail server (SMTP)**", type in "**mail.mygrande.net**". In the "**User Name**" field, type in your Grande username (which is the part before the @ symbol in your email address). In the "**Password**" field, type in the password for your email address.

9. After filling in the six fields, click the "**Test Account Settings…**" button. If anything shows up as Failed, return to the previous window and double-check your settings.

10. At this point you have finished setting up Outlook 2007 and need to click the "**Finish**" button. You may now begin to use Outlook 2007 to send and receive mail.

Set Up Outlook 2010

Follow the steps outlined below to set up Outlook 2010 with your Grande username and password:

1. Open Microsoft Office Outlook 2010 by double-clicking on the Outlook icon on your desktop.

2. If the email account wizard doesn't launch on its own, select "**File**" from the top menu, and "**Info**" from the drop-down list. Under "**Account Information**", click the button labeled "**Add Account**".

3. On the "**Auto Account Setup**" page, choose "**Manually configure server settings or additional server types**", then click "**Next**" to continue.

4. On the "**Choose Service**" page, choose "**Internet E-mail**", then click "**Next**" to continue.

5. On the "**Internet E-mail Settings**" page, you will need to fill in your information for each of the six fields. For "**Your Name**" type in your name. For "**E-mail Address**", enter your Grande-provided email address. Leave the "**Account Type**" as "**POP3**". For "**Incoming mail server**", type in "**mail.mygrande.net**". For "**Outgoing mail server (SMTP)**", type in "**mail.mygrande.net**". In the "**User Name**" field, type in your Grande username (which is the part before the @ symbol in your email address). In the "**Password**" field, type in the password for your email address.

6. After filling in the six fields, click the "**Test Account Settings…**" button. If anything shows up as Failed, return to the previous window and double-check your settings.

7. At this point you have finished setting up Outlook 2010 and need to click the "**Finish**" button. You may now begin to use Outlook 2010 to send and receive mail.

Set Up Outlook 2011 (Mac Only)

Follow the steps outlined below to set up Outlook 2011 for Mac with your Grande username and password:

1. Open Microsoft Office Outlook 2011.

2. If the email account wizard doesn't launch on its own, select "**Out look**" from the top menu, and "**Preferences…**" from the drop-down list.

3. In the "**Outlook Preferences**" window, open "**Accounts**".

4. In the "**Accounts**" window, find the plus sign (**+**) in the bottom left-hand corner of the window. Click on the plus sign, and choose "**E-mail…**" from the drop-down menu.

5. On the "**Enter your account information**" page, you will need to fill in your information for each of the five fields. For "**E-mail address**", enter your Grande-provided email address. In the "**Password**" field, type in the password for your email address. In the "**User name**" field, type in your Grande username (which is the part before the @ symbol in your email address). For "**Incoming server**", type in "**mail.mygrande.net**". For "**Outgoing server**", type in "**mail.mygrande.net**".

6. After filling in the five fields, click the "**Add Account**" button.

7. On the "**Accounts**" window, enter an "**Account description**", which can be anything you like. In the "**Full name**" field, type in your name.

8. At this point you have finished setting up Outlook 2011 and need to close the "**Accounts**" window. You may now begin to use Outlook 2011 to send and receive mail.

Set Up OS X Mail

Follow the steps outlined below to set up OS X Mail:

1. Click the "**Mail**" icon in the Dock (Menu) bar.

2. Select "**Preferences**" from the Mail menu.

3. After clicking the "**Mail**" icon, the Mail Setup screen automatically appears. To configure your email settings, enter your name in the "**Full Name**" field and your username@mygrande.net in the "**Email Address**" field.

4. Now set your "**Incoming Mail Server**" and "**Outgoing Mail Server (SMTP)**" to "**mail.mygrande.net**" and select "**POP**" from the "**Account Type**" drop-down list.

5. Enter your Grande username and Grande password in their respective fields.

6. Click the "**OK**" button.

7. Your inbox will be displayed. Click the "**Get Mail**" icon to check for new email.

Set Up Entourage (Mac) Mail

Follow the steps outlined below to set up a new Entourage (Mac) Mail account:

1. When Entourage is launched for the first time, the Entourage Setup Assistant will run. On the first screen, enter your First name and Last name in the spaces provided and then click the right arrow to continue.

2. On the "**Home Information**" screen, enter your home address information, and then click the right arrow to continue.

3. On the "**Work Information**" screen, enter your work address information, and the click the right arrow to continue.

4. On the next "**Welcome Screen**", select "**I want to start using Entourage without importing anything**" and click the right arrow to continue. If you do in fact want to import information into Entourage, you can do so at any time by selecting **File** > **Import from within Entourage**.

5. On the "**Junk Mail Filter**" screen, decide if you want to enable the Junk Mail Filter and then click the right arrow to continue.

6. On the "**Your Name**" screen, enter your name as you would like it to appear on your outgoing email messages, and then click the right arrow to continue.

7. On the "**Your Email Address**" screen, select "**I already have an email address that I'd like to use**" and then enter your mygrande.net email address in the space provided. Once completed, click the right arrow to continue.

8. On the "**Mail Servers**" screen, make sure that POP is selected in the "**My Incoming Mail Server**" is a(n)__server drop-down list. In "**Incoming Mail Server**" field, enter "mail.mygrande.net". In the "**Outgoing Mail (SMTP)**" field, enter "mail.mygrande.net". Click the right arrow to continue.

9. On the "**Account ID and Password**" screen, enter your username in the "**Account ID**" field. Your username is every thing leading up to, but not including the @mygrande.net part of your email address. For example, if your email address is test_account@mygrande.net, you would enter test_account as your Account ID. In the "**Password**" field, enter in your Grande assigned password. If you do not wish to enter your password every time you check your email, put a check in the box labeled "**Save Password in my Mac OS keychain**". Click the right arrow to continue.

10. On the last screen, enter an Account Name in the space provided. The name you provide should be descriptive so you can easily identify this account should you need to make changes. Click "**Finish**" to begin using Entourage.

Email Phishing

Phishing is the term used by Internet scammers who imitate legitimate companies in emails to entice people to share user names, passwords, account information or credit card numbers. The term Phishing comes from the fact that Internet scammers are using increasingly sophisticated lures as they "fish" for users' private information. The most common ploy is to copy the look and feel of a web page from a major site and use that design to set up a nearly identical page that appears to be part of the company's site.

There are several steps you can take to make sure you never fall for one of these scams:

- Always be suspicious of any email or phone call that asks for your personal account information, such as a usernames, passwords, and account numbers. Emails, phone calls, text messages, instant message, or Web logs that appear to come from a reliable source may not always be authentic.
- Grande will never ask for billing or payment information through email.
- Always be extra cautious when giving out your personal information on the phone.
- Always ensure that you are using a secure server when submitting credit card information. You can be sure you are using a secure server by checking the beginning of the web address in your Internet browser address bar – it should be https:// rather than just http://.
- Contact your bank or credit card company if you think you may have replied to a fraudulent email with sensitive personal information.

Online Security

We want you to have a secure, hassle-free online experience. Grande Communications can help with our SecureIT Security Package that we offer to our Internet customers for free. SecureIT is an advanced, all-in-one Internet security tool from a leading security software provider that can help protect your computer from harmful viruses, hackers and privacy threats.

SecureIT Includes:

- Full anti-virus protection leveraging the largest continuously up dated library of virus definitions to keep your PC or laptop safe.
- A software firewall that monitors the connections of your PC/laptop and ensure that only allowed and safe data and traffic can be passed between your computer and the world.
- Spyware and pop-up blocking technology that stops unwanted ads and potentially malicious spyware dead in their tracks. Together, these services act like an alarm system and police squad to protect your PC.
- Anti-phishing database watches for suspect sites and alerts you when you hit a destination that might be fraudulent. This live protection protects you in a manner often overlooked by conventional security solutions.
- Microsoft Windows Updates Alerting, which makes sure you have the latest updates from Microsoft for your PC.

Downloading and Installing SecureIT

When you activate your Internet service with Grande you will be sent an email to your Grande email address. This email will contain instructions and the software key to download SecureIT.

SecureIT Basic will support up to 3 different computers for each account, enabling your whole family to be protected. It will run on any Windows platform, but is not Mac compatible. SecureIT Plus will supply additional support on a per computer basis.

Important: Please contact Grande Customer Service if you have not received the installation email.

Wireless Home Networking

Grande offers Wireless Home Networking service. This service allows you to connect multiple PC's, laptops, gaming consoles, tablets and other wireless devices throughout your house using a wireless router provided by Grande.

Grande will provide a disk to help you connect your PC to your home networking router. The disk Grande provides will let you set up passwords to help protect your wireless security and assist you in identifying your wireless network.

Configuring the Wireless Router

Follow the instructions below to configure your router:

1. Turn off your modem or unplug your cable modem. This will prepare the modem to connect a new device.
2. Connect your modem, router and computer together. Once your modem is unplugged, connect the modem to the router's Internet (or WAN) port and connect your computer to any Ethernet port on the router.
3. Configure your router for a broadband connection.
   a. If your router requires a set up prior to use, follow the instructions in the router's manual or installation CD.
   b. Choose "**Automatic Configuration**" or "**DHCP**" for the connection type. Your router is configured to automatically receive connection information from Grande Communications.
4. Power cycling your modem and router.
   a. Unplug the router's power cable.
   b. Unplug the modem's power cable and wait for 30 seconds. If you have Grande Communications Phone service, you must reset the phone modem. Insert a paper clip in the recessed button on the back of the modem to reboot.
   c. Plug in the modem's power cable and wait for its lights to stop flashing.
   d. Plug in the router's power cable and wait for 20 seconds.

Protecting your Home Network

A broadband connection is ideal for sharing across multiple computers in your home. If you're running a wireless network, we strongly recommend that you secure your wireless network by changing the settings that come with your wireless router. Otherwise, anyone in the vicinity can easily detect and gain access to your home network and you may be held liable for their online actions or at risk for security breaches.

Connecting a Wireless Device

If your wireless router and wireless device both support Wi-Fi Protected Setup (WPS), start by pressing and holding the WPS button on the router for 3 seconds. You may notice a light near the WPS button begin to flash.

Next, press and hold the WPS button on your wireless device for 3 seconds. The device will attempt to communicate with the router.

After 30 seconds the device and the router should have completed the pairing process and the wireless device should be able to access the Internet.

If either your wireless router or wireless device do not support the WPS function you'll need to enter the information about the wireless network manually.

Refer to your manufacturer's documentation regarding accessing the wireless options on your wireless device. Your device should either show you a list of available wireless networks or prompt you to enter the name or SSID of a wireless network.

If the device shows a list of networks, pick the name of your wireless network from the list then enter the network's password if the device asks for one.

If you need to enter the name or SSID of the wireless network, key in the name or SSID of your wireless network then enter the network's password if the device asks for one. After entering the information the wireless device should be able to access the Internet.

Troubleshooting Tips

Problem: The cable modem is not working.

Normal operating light sequence on our D3 and D2 Arris modems are
Power (solid)
US (solid)
Online (solid)
Link (blinking)

Try this: Your cable modem should operate continuously without maintenance. You can leave the power to the modem on even when your computer is off. If your cable modem isn't working, try these troubleshooting measures:

1. Check your Grande services. If there is an outage it may affect all of your services. If this is the case, please contact Grande Customer Service.

2. Check your cable connections. If your coaxial, Ethernet, or USB connections are loose, you may not be able to send or receive data.

3. Reset the modem by unplugging the power to the modem. Wait 30 seconds and then plug it in. If you have a router, unplug the router, wait 30 seconds, and then plug it back in.

4. Some modems have a standby mode. Make sure the modem is not in standby, which is indicated by an LED on the modem. There may be a standby button that has been activated that will cause the modem to lose connectivity.

5. Reboot your computer. Shutting down and restarting your computer may resolve many computer problems.

6. If you have a surge protector, make sure it is plugged in and does not need to be reset.

Problem: I am unable to login to my home page.

Try this: Verify that you are using the correct username, password, with attention to upper/lower case letters. If this doesn't work, check another website to verify the Internet connection is working properly. If you still cannot access your home page, please contact Grande Customer Service.

Problem: I have forgotten my Password when logging into my Home Page.

Try this: Go to https://password.mygrande.net/ to reset your password.

FAQ's

What are the system requirements?

For a PC:
- Windows 98 SE II to Windows 7
- 512 Megabytes of available hard disk space
- 756 Megabytes of RAM (we recommend at least 1 gigabyte)
- 1.8 GHz processor or higher
- 1 Ethernet Port or 1 available USB Port

Check your computer's capabilities by going to the start menu and clicking on "**Control Panel**" and selecting the "**Systems**" icon.

For a Mac:
- OS9.2 to Lion
- 512 Megabytes of available Hard disk space
- 756 Megabytes of RAM (we recommend at least 1 gigabyte)
- 1.8 GHz processor or higher
- 1 Ethernet Port or 1 available USB Port
- View your computer's capabilities by clicking on the Apple icon on your toolbar and selecting Apple System Profilers.

What Internet browsers can I use?

Grande Internet supports most browsers so you can use what best meets your needs. Many of our customers use Microsoft Internet Explorer, Google Chrome, Safari or Firefox.

Why can't I get to the Internet via my router?

First, make sure the modem is plugged in, has power and an active link light. If the link light is active, you may need to power cycle your router. Also check the Ethernet or wireless connection to the computer. If you are unable to fix the router with a power cycle, refer to the troubleshooting section inside your owner's manual or contact your router manufacturer for more support. If you are using a Grande provided router, please contact Grande Customer Service.

Why can't I connect some of my wireless computers to the router?

Wireless signal is limited by obstructions such as walls and floors, as well as distance. You may need to move your router to acquire a stronger wireless signal. This could also indicate a problem with the computer trying to connect. If you are unable to correct the problem and you are using Grande Home Networking service, please contact Grande Customer Service.

Can you help me find my wireless network? I have a Grande provided wireless router.

Using the provided Cisco Connect software you should be able to access the router administration page and locat the network information. If you cannot access the router administration page, please refer to the instructions in the Wireless Home Networking section on page 29 of this booket.

Grande will setup two devices for you during the initial Grande Home Networking installation. If you need to connect more devices please read the instructions on the Wireless Home Networking section. Should you require further assistance, please contact Grande Customer Service.

How do I power cycle my cable modem?

When you power cycle your cable modem you are resetting your cable modem which may resolve some connectivity issues. Follow the directions below to power cycle your cable modem:

1. Make sure the coaxial cable is plugged securely into the modem and the wall outlet (a loose connection could result in lost or slow connectivity).

2. Unplug the cable modem from the power source.

3. Leave the modem unplugged for two minutes.

4. Plug the cable modem directly into the wall outlet.

5. Wait up to approximately five minutes for the modem to regain sync (it usually takes less than two minutes and for many people, it takes less than one minute to gain sync).

6. Check the lights on your modem to ensure the cable lights are steady.

7. If the lights are illuminated, try visiting various Web sites.

8. If you are unable to connect to Web sites, continue to the next step.

9. Properly shut down the computer and turn off the power by pushing the on/off button on the computer.

10. Restore the power and turn on the computer.

11. Try several addresses on the Web.

If you are using a Grande Internet Phone Modem, to power cycle you must use a paper clip to hold down the reset button for 6-8 seconds in order to perform a reset.

Note: If you have Grande TV Service, verify you are receiving TV programming with a clear picture. If you are not receiving your Grande TV programming, your data service will not function. Call Grande Customer Service for further assistance.

Your Phone Service

With Grande Communications, you'll enjoy great Phone service and great value. Our service delivers maximum flexibility with packages designed to meet your unique needs. Whether you are looking for unlimited calling to anywhere in the US, Voicemail, access to our Online Phone Manager, we have what you need for your calling needs.

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Using Your Phone Service

Welcome to your new Phone service from Grande Communications. With so many features available, please take a few moments to familiarize yourself so you can start enjoying your service to the fullest.

Service Options

We offer a variety of service options and features to meet your specific needs. Our most popular bundles include unlimited calls within the U.S. and Canada, plus 16 calling features.

Note: Some of our features are not available in Dallas.

International Calling

In addition to great domestic long distance calling plans, you will also enjoy amazingly low international rates to over 260 countries. To see a complete list of our international rates go to www.mygrande.com/intlrates.

Mexico Savings Plan

Customers with Optimum and Essential Phone service will receive special discounted rates when calling to Mexico. For more details go to www.mygrande.com/intlrates.

To Call Someone in a Country with an International Access Code:

Enter: **011** (the international access code) + the country code + the city code + the local phone number.

For example, if you are calling Paris, France, dial **011**(the international access code), **33** (the country code for France), **1** (the city code for Paris) + the local telephone number.

To see a complete list of our international country codes go to www.mygrande.com/intlrates.

911 Emergency Calling

Grande Communications Phone service provides 911 Emergency calling to police, fire and medical services. Our 911 emergency calling will automatically relay your phone number and address in the event you are unable to do so, provided your public safety system supports this feature. In locations where this service is not available, you will be asked for your phone number and address.

As an added protection during a power outage, we provide battery backup. This backup provides up to 8 hours of standby time and up to 4 hours of talk time for your Grande Communications Phone service, so even if you don't have power, you can still dial 911.

Note: As with any phone service, a cordless phone will not work in a power outage so you should have a working non-cordless phone in your home at all times.

Important: In order to not disrupt access to 911 Emergency calling, do not move your phone modem without notifying Grande Customer Service.

Directory Assistance

By dialing 411 you will gain access to any listed number in the United States. Provide the city and state, and we will find the desired listing including the area code. Directory assistance calls are charged on a per-use basis.

Directory Listing

Grande Communications offers primary and non-published directory listings within your local while pages. Your phone number, or primary directory listing, is provided at no charge in the telephone directory published by the local phone carrier within your local Texas area.

Non-published directory listings are available upon your request for a monthly fee. Your name, address and phone number will not be published in the phone directory or street address directory and will not be obtainable by the general public.

Operator Services

Grande Communications Operators are available for you at all times. Just dial 0 and you will connect to an Operator that can help you place any of the following calls:

Collect Calls – The Operator will connect the call for you and request payment from the called party.

Person-to-Person Calls – The Operator will connect you to a particular person.

Bill to Third-Party Calls – The Operator contacts one phone number and requests that the call charged to another phone number.

Operator assisted calls are charged on a per use basis.

Call Trace

Call Trace ensures the phone number of your last incoming caller is traced to provide necessary information to law enforcement agencies.

To use Call Trace

1. When you receive a harassing or offensive call, hang up immediately.
2. Leave the phone on the hook for about 10 seconds to ensure that the call terminates.
3. Lift the receiver and listen for the dial tone. If you do not hear a dial tone, the call may not yet be terminated and you will need to repeat Step 2.
4. Dial *57.
5. Fill out the "Letter of Authorization for Call Trace" form located in the "Law Enforcement Agency Handbook" document at www.mygrande.com/policies.
6. Provide the form to your local law enforcement agency.

Important: The information provided by Call Trace will not be available to you directly. It will only be available to law enforcement authorities possessing a valid subpoena or other valid legal authorization. If the call is life threatening, call your local law enforcement authorities immediately.

Outage Protection Service

Grande Phone services include Outage Protection Service. In case of a service outage, this protection service will redirect incoming calls to another phone number so you never miss an important call. You must activate this service using either the Online Phone Manager or the * codes as detailed below.

Activate Outage Protection Service

1. Lift the phone and listen for dial tone.
2. Dial *94 and wait for the announcement.
3. Enter the phone number where calls should be forwarded followed by #.
4. Wait for confirmation announcement and hang up.

Outage Protection service is activated.

Deactivate Outage Protection Service

1. Lift the phone and listen for dial tone.
2. Dial *95.
3. Listen to the deactivation message and hang up.

Outage Protection service is deactivated.

Outage Protection Service Status

1. Lift your phone and listen for dial tone.
2. Dial *14.
3. Listen to the status announcement and hang up.

Note: You can use the Online Phone Manager to activate and deactivate Outage Protection Service.

Your Online Phone Manager

Managing your account is just a click away with Online Phone Manager. You can listen to messages, manage your calling features, view your call history, and much more.

Accessing Online Phone Manager

To access Online Phone Manager go to http://phonemanager.mygrande.net or click on the Online Phone Manager links on the Grande Portal (www.mygrande.net).

The first time you access the Online Phone Manager, you will be prompted for your Grande ID, password, Account Number and your Account PIN to register your email address.

Grande Username and Password

Your Grande Username is the same as your Grande Home Page (www.mygrande.net) username or the first part of your email address before the "@" symbol.

Example: If your email address is johndoe@mygrande.net then your Grande Username is "johndoe".

Account PIN

The Account PIN, also referred to as your CPNI Passcode, will be required the first time you use the Online Phone Manager. The Account PIN can be found on the top right section of your Bill Statement. Whenever you contact Grande Communications you will be required to provide this PIN to authenticate yourself.

Important: If you do not have your Grande Username or passcodes you will need to contact Grande Communications Customer Support to create them for you.

Managing your Voicemail

Our Online Phone Manager lets you control advanced features for your Voicemail.

- List to your Voicemail online.
- Erase Voicemail messages.
- Change the number of rings before a call goes to Voicemail.
- Turn Voicemail On or Off.
- Set up an automatic email notification when you have a new Voicemail.
- Set up email forwarding so you can actually get an email containing an attachment with a new Voicemail message.
- Change your Voicemail passcode.

Managing your Calling Features

Our Online Phone Manager makes it easy for you to activate or deactivate your Grande phone features.

- Turn Anonymous Call Rejection On or Off.
- Control Call Forwarding Options.
- Turn Do Not Disturb On or Off.
- Set-up Priority Ringing features.
- Create a Selective Call Rejection list.
- Turn Caller ID Blocking On/Off for calls.
- Set up your Speed Dial keys from 2-9 and 00-99.
- Turn Call Waiting On/Off for all calls.

Your Call History

You can view a detail of each call you have made or received using the Call History capabilities of Online Phone Manager.

Your Calling Features

Grande Communications Phone service offers a powerful set of calling features that give you more control. Whether you want to see who's calling, or you want to have a special dial tone associated for your favorite caller – Grande has the calling features you need. Different features are available either on our Optimum or Essential Phone Services, as noted below.

Caller ID

Caller ID lets you see the date, time and telephone number of the person calling before you answer the call or in the call history on your phone. You must have a phone with Caller ID capabilities or an add-on Caller ID unit in order to use this service.

Caller ID Displays

Your Caller ID may display various codes instead of an actual telephone number when you receive incoming calls:

- **P, Private, Blocked, Anonymous or No data:** This means the caller's number was blocked by the caller from displaying or could not be delivered by the network.
- **E or Error**: The phone or Caller ID unit cannot identify the caller's number.
- **Out of Area:** The call is coming from an area that does not sup- port Caller ID.

Important: Caller ID can be used with most answering machines as long as you set your machine to pick up after the second ring.

Caller ID Blocking

Get the security you need by permanently or temporarily blocking your phone number from appearing on the Caller ID unit of the number you call. You can block your phone number on a call-by-call basis or permanently.

Blocking Caller ID Permanently

1. Lift the phone and listen for dial tone.
2. Dial *31 and wait for confirmation announcement and hang up.

You phone number will not appear on the Caller ID unit of anyone you call from your home.

Unblocking Caller ID Permanently

1. Lift the phone and listen for dial tone.
2. Dial *36 and wait for confirmation announcement and hang up.

You phone number will now appear on the Caller ID unit of anyone you call from your home.

Note: You can also activate and deactivate Caller ID Blocking from the Online Phone Manager.

Temporarily Blocking Caller ID

1. Lift the phone and listen for dial tone.
2. Dial *67 and wait for confirmation tone.
3. Dial the phone number of the person you are calling. Your phone number will not appear on the Caller ID unit of the person you are calling.
4. When you hang up, Caller ID Blocking is terminated.

Temporarily Unblocking Caller ID

If you have set your phone service to block your Caller ID permanently via our Online Phone Manager or through *31, you may temporarily unblock your phone number on a call-by-call basis.

1. Lift the phone and listen for dial tone.
2. Dial *65 and wait for the confirmation tone.
3. Dial the number you wish to call. Your number will appear on the Caller ID unit of the number you call. When you hang up, this function is cancelled. The next call you make will be 'Private' unless you again unblock your Caller ID.

Call Waiting

Call Waiting lets you accept an incoming call while you are talking to another caller. A special beeping tone alerts you of a second caller. You can either answer the second caller or continue talking.

To do this, you will use the switchhook on a non- cordless phone or the flash button on a cordless phone (located on the keypad). The switchhook is the button that disconnects your call when you hang up. When you press the switchhook, make sure you press it firmly and then release it to activate the feature. Pressing for too long may disconnect the call.

Answer Call waiting

1. You will hear a special beeping tone letting you know a second caller is waiting.
2. Quickly press and release the **Switchhook** or **Flash** button on your phone.
3. Your first caller will automatically be placed on hold while you get connected to your second caller.
5. If you need to alternate between the two callers, simply press the **Switchhook** or **Flash** button. While talking to each caller the conversations remain private.
6. To end either call, hang up. The phone will then ring and when you answer, the remaining caller will be on the line.

Cancel Call Waiting (per Call)

1. Lift the phone and listen for dial tone.
2. Dial *70.
3. Listen for confirmation tone.
4. Enter the phone number you would like to call. Call Waiting automatically turns back on when you hang up.

Disable Call Waiting (Permanent)

1. Lift the phone and listen for dial tone.
2. Dial *39.
3. Listen for confirmation announcement and hang up.

Enable Call Waiting

1. Lift the phone and listen for dial tone.
2. Dial *43.
3. Listen for confirmation announcement and hang up.

Important: Activating Call Forwarding Always will disable Call Waiting. When you cancel Call Forwarding Always, your Call Waiting will be reactivated.

Note: You can use the Online Phone Manager to cancel Call Waiting for all calls.

Call Waiting ID

Caller ID also works with Call Waiting. When you hear a call waiting tone, capable phones will display the incoming call information.

Three-Way Calling

Get everyone connected with Three-Way Calling. You can connect a third participant to your phone call, regardless of who initiated the call.

To do this, you will use the switchhook on a non-cordless phone or the flash button on a cordless phone (located on the keypad). The switchhook is the button that disconnects your call when you hang up. When you press the switchhook, make sure you press it firmly and then release it to activate the feature. Pressing for too long may disconnect the call.

Connect with Three-Way Calling

1. Press the **Switchhook** briefly. The current call is placed on hold and you will hear dial tone. If your phone is equipped with a Flash button, pressing the **Flash** button is the same as pressing the **Switchhook**.
2. Dial the third participant and wait for them to answer.
3. Once they have answered, press the **Switchhook** or the **Flash** button briefly and connect all three parties.
4. If the third participant's phone line is busy or no one answers the phone, press the **Switchhook** or the **Flash** button briefly to disconnect the call and return to the original participant.

Disconnecting the Third Participant

1. When you are ready to get back to a two-party call, press the Switchhook or the Flash button twice briefly.
2. The third participant is disconnected and you remain connected to your original participant.

Important: All participants can be local, long distance or international. Depending on your phone service you will be charged for any long distance or international calls you initiate. Any of the three call participants can disconnect from the call at any time. If you hang up, the call is terminated between all participants.

Call Forwarding

No more worries about missing important calls when you are away from home when you have Call Forwarding. You can forward your home phone number to any number of your choice.

Important:
- *You can forward calls to a local or long distance phone number, but long distance charges may apply depending on your level of service.*
- *Any calls forwarded to an international number will be billed as if you called that phone number directly.*
- *You can continue to make outgoing calls when any of the Call Forwarding features are activated.*

Call Forwarding Always

You can forward your calls to another phone number if you don't want to miss an important call. Your calls will stay forwarded until you cancel the forwarding option.

Activate Calling Forwarding Always

1. Lift the phone and listen for dial tone.
2. Dial *72 and wait for the announcement.
3. Enter the phone number where you want calls forwarded followed by #.
4. Wait for confirmation announcement and hang up.

Call Forwarding Always has been activated.

Deactivating Call Forwarding Always

1. Lift your phone and listen for dial tone.
2. Dial *73.
3. When you hear the announcement, Call Forwarding Always has been deactivated.

Call Forwarding Status

You can verify if your Call Forwarding status is either enabled or disabled:

1. Lift your phone and listen for dial tone.
2. Dial *011.
3. Listen to the status announcement and hang up.

Note: You can use the Online Phone Manager to activate and deactivate Call Forwarding Always.

Call Forwarding No Answer

Call Forwarding No Answer redirects calls to a phone number you designate when your phone is not answered within the first 4 rings. Calls are redirected unto you cancel the forwarding option.

Activate Call Forwarding No Answer

1. Lift the phone and listen for dial tone.
2. Dial *92 and wait for the announcement.
3. Enter the phone number where you want your calls forwarded followed by #.
4. Wait for confirmation announcement and hang up.

Your Call Forwarding No Answer is now activated.

Deactivate Call Forwarding No Answer

1. Lift the phone and listen for dial tone.
2. Dial *93.
3. When you hear the deactivation announcement, your Call Forwarding No Answer has been cancelled.

Call Forwarding No Answer Status

To see if your Call Forwarding No Answer status is enabled or disabled, simply dial *13.

1. Lift your phone and listen for dial tone.
2. Dial *13.
3. Listen to the status announcement and hang up.

Number of rings on Call Forwarding No Answer

You can set the number of rings before a call evokes the Call Forwarding No Answer feature. The valid numbers are 0, 2-20.

1. Lift your phone and listen for dial tone.
2. Dial *98.
3. Listen to the announcement and enter a valid number (0, 2-20).
4. Listen to the confirmation announcement and hang up.

Note: You can use the Online Phone Manager to activate and deactivate Call Forwarding No Answer.

Call Forwarding Busy

Another way to never miss a phone call is to redirect incoming calls to another phone number when you are on your phone. Without Call Forwarding Busy, the caller would receive a busy signal. If you aren't on your phone, then calls will be directed to your phone number as usual.

Activate Call Forwarding Busy

1. Lift the phone & listen for dial tone.
2. Dial *90 and wait for the announcement.
3. Enter the phone number where calls should be followed by #.
4. Wait for confirmation announcement and hang up.

Call Forwarding Busy is activated.

Deactivate Call Forwarding Busy

1. Lift the phone and listen for dial tone.
2. Dial *91.
3. When you hear deactivation announcement, Call Forwarding Busy is cancelled.

Call Forwarding Busy Status

You can always know to the status (enable or disabled) of your Call Forwarding Busy feature by dialing *12.

1. Lift your phone and listen for dial tone.
2. Dial *12.
3. Listen to the status announcement and hang up.

Note: You can use the Online Phone Manager to activate and deactivate Call Forwarding Busy.

Selective Call Forwarding

Use Selective Call Forwarding to forward calls from specific numbers on a forwarding list to the phone number that you designate. All other calls ring through to your phone.

Adding Phone Numbers to Selective Call Forwarding

To use Selective Call Forwarding you will need to add at least one phone number to your list.

1. Go to: https://phonemanager.mygrande.net and log in.
2. Click on Call Forwarding and enter the desired phone number and name on the Selective Call Forwarding section.
3. Save your changes and enable the feature.

Selective Call Forwarding is now enabled

Activate Selective Call Forwarding

1. Lift the phone and listen for dial tone.
2. Dial *63 and wait for the announcement.

Selective Call Forwarding is activated.

Deactivate Selective Call Forwarding

1. Lift the phone and listen for dial tone.
2. Dial *83.
3. When you hear deactivation announcement, Selective Call Forwarding is cancelled.

Important:
- *You can dial outgoing calls to phone numbers on your forwarding list.*
- *You will receive a reminder ring on your phone when incoming calls pass through. However, you will not be able to answer the call from your phone.*
- *Since one ring signal is sent to your phone for phone numbers on the forwarding list, answering machines or fax machines connected to your phone line should be set not to respond to incoming calls on the first two rings.*
- *You can forward your phone to a local or non- local number. How ever, depending on your phone service you will be billed for calls forwarded to long distance or international numbers, similar to dialing that number directly.*
- *The Selective Call Forwarding list overrides any other enabled Call Forwarding feature for incoming numbers contained on the list.*
- *If a number is contained on both the Selective Call Forwarding list and the Selective Call Reject list, Selective Call Reject takes precedence in the processing of that number.*

Note: You must use the Online Phone Manager to add phone numbers on your forwarding list before you can enable Selective Call Forwarding functions.

Speed Dial

You can quickly dial up to 108 pre-programmed phone numbers from any phone in your home.

Set Up Speed Dial 8 (digits 2-9)

1. Lift the phone and listen for dial tone.
2. Dial *74 to program digits 2 to 9 as your Speed Dial keys.
3. Wait for dial tone and enter the digit you want to assign as the Speed Dial key (e.g. 2-9) followed by the phone number to be programmed.
4. Wait for confirmation announcement and hang up. The Speed Dial key has been set up to the phone number you just entered.
5. Write down the Speed Dial key you assigned to each phone number.
6. Repeat steps 1 through 5 for each phone number you want to as sign a Speed Dial key.

To use Speed Dial 8 (2-9) from the phone after programming, you should dial the Speed Dial code number, then # (e.g. 2#).

Set Up Speed Dial 100 (digits 00-99)

1. Lift the phone and listen for dial tone.
2. Dial *75 to program digits 00 to 99 as your Speed Dial keys.
3. Wait for dial tone and enter the digits you want to assign as the Speed Dial key (e.g. 00-99) followed by the phone number to be programmed.
4. Wait for confirmation announcement and hang up. The Speed Dial key has been set up to the phone number you just entered.
5. Write down the Speed Dial key you assigned to each phone number.
6. Repeat steps through 5 for each phone number you want to assign a Speed Dial key.

To use Speed Dial 100 (00-99) from the phone after programming, you should dial the Speed Dial code number, then # (e.g. #02).

Important:
- *You can program a total of 108 Speed Dial keys. The telephone keys are 2-9 and 00-99.*
- *You can set up Speed Dial to local, long distance or international phone numbers. Make sure to include all digits you regularly dial.*

Note: You can assign and manage your Speed Dial keys through the Online Phone Manager.

Call Return (*69)

With Call Return (*69) you can automatically dial back the most recent phone number that called you.

Using Call Return

1. Lift the phone and listen for dial tone.
2. Dial *69.
3. You will hear the most recent number that called you.
4. Follow the instructions and press 1.
5. If the called phone number is busy or no one answers the call, hang up the phone and repeat Step 1.

Important:
- *Call Return only works on local phone number.*
- *Call Return may not work if the original caller used a phone number blocking feature.*
- *To delete the Call Return number (the most recent number that called you) dial *89.*

Auto Redial (*59)

Auto Redial dials the phone number of your most recent outgoing call.

Using Auto Redial

1. Lift the receiver and listen for dial tone.
2. Dial *59.
3. You will hear the standard tone indicating you are calling the most recent phone number you called.
4. If the called phone number is busy or no one answers the call, hang up the phone and repeat Step 1.

Important: Auto Redial cannot be used to call 911.

Do Not Disturb

When you activate Do Not Disturb, all incoming calls are automatically sent to Voicemail so your phone does not ring.

Activate Do Not Disturb

1. Lift the phone and listen for dial tone.
2. Dial *78.
3. Wait for confirmation announcement and hang up.

Do Not Disturb is activated.

Cancel Do Not Disturb

1. Lift the phone and listen for dial tone.
2. Dial *79.
3. Wait for deactivation announcements and hang up.

Do Not Disturb is cancelled.

Important:
- *A ring signal is not sent to your phone while Do Not Disturb is activated. Any answering machines or fax machines connected to this phone line will not be able to respond to incoming calls.*
- *Do Not Disturb overrides all Call Forwarding settings.*

Note: You can also activate and deactivate Do Not Disturb from the Online Phone Manager.

Selective Call Rejection

Selective Call Rejection blocks incoming phone numbers you specify to be blocked. Your phone does not ring when these calls arrive. The caller is disconnected after hearing a short message stating that you are not accepting calls at this time.

You must use the Online Phone Manager to activate all Selective Rejection function.

Adding Phone Numbers to Selective Call Rejection

To use Selective Call Rejection you will need to add at least one phone number to your list.

1. Go to https://phonemanager.mygrande.net and log in.
2. Click on Selective Call Rejection and enter the desired phone number(s) and name(s).
3. Save your changes and enable the feature.

Selective Call Rejection is now enabled.

Anonymous Call Rejection

You can stop receiving unidentified calls with Anonymous Call Rejection. When incoming calls do not have a caller's name or phone number. Anonymous Call Rejection will automatically route these calls to a short message stating that you are not accepting calls at this time and your phone will not ring.

Activate Anonymous Call Rejection

1. List the phone and listen for dial tone.
2. Dial *77.
3. Wait for confirmation announcement and hang up.

Anonymous Call Rejection is activated.

Deactivate Anonymous Call Rejection

1. Lift the phone and listen for dial tone.
2. Dial *87.
3. Wait for confirmation announcement and hang up.

Anonymous Call Rejection is deactivated.

Important:
- *Anonymous Call Rejection specifically blocks calls from phones that have made the caller's phone number private.*
- *This service does not apply to calls originating from phones where Caller ID service is not offered.*

Note: You can also activate and deactivate Anonymous Call Rejection from the Online Phone Manager.

Priority Ringing

With Priority Ringing, you can set up a list of special callers so your phone will ring with a special tone when they call.

Note: You can only setup Priority Ring using Online Phone Manager.

Adding Phone Numbers to Priority Ringing

To use Priority Ringing you will need to add at least one phone number to your list.

1. Go to: https://phonemanager.mygrande.net/and log in.
2. Click on Priority Ringing and enter the desired phone number and name.
3. Save your changes to enable the feature.

Priority Ringing is now enabled.

Important:
- *A caller will not be aware you have Priority Ringing. The caller hears the regular, familiar ring.*
- *Priority Ringing may not work with all phones.*

Your Voicemail Service

Grande Communications offers a powerful Voicemail service so you'll never miss an important call, whether you're out of town or on the other line. With our advanced tools, you can even get email alerts when you have new Voicemail and listen to Voicemail from most Internet-connected devices.

Voicemail is included with our Optimum Phone Service and available as an optional service with our Essential Phone service.

Note: As a default, your new voicemail password will be set to 9999.

Voicemail Service Features

Our Voicemail service has all the standard features you need to manage your calls:

- Listen to messages at home, away from home or online.
- Message playback controls (rewind/fast-forward).
- Send messages to other Grande Communications users.
- Create multiple personal greetings.
- Advanced mailbox management tools.
- Use online phone manger to listen, download and e-mail your voice messages.

Note: Voicemail is enabled by default thus if you plan to use a personal answering machine Grande voicemail should be disabled.

Types of Voicemail Messages

- **New** – messages that have not yet been reviewed.
- **Skipped** – new messages you choose to skip are saved in a special category.
- **Saved** – messages that have been reviewed and saved.
- **Deleted** – messages that have been reviewed and deleted. Messages may be undeleted until you hang up or return to the Guide Menu.

Message Notification

Your Voicemail service will notify you that you have a new message. When you pick up the phone to hear a dial tone, you will hear a stutter-tone indicating you have a new message. If your phone is equipped with a message waiting light, it will also be lit.

Note: You can also choose to get a new Voicemail message delivered to you via email using the Online Phone Manager.

To clear the Message waiting indicator:

1. Lift the phone and listen for dial tone.
2. Dial *99.
3. Listen to the confirmation announcement and hang up.

Note: You can use the Online Phone Manager to receive notification of new Voicemails or to get copies of Voicemail messages via your email.

Voicemail Storage/Time Rules

You can store up to 60 minutes of recorded new and saved messages in your mailbox at any one time. The maximum message length is 2 minutes. Saved messages will be stored for a maximum of 60 days and then deleted. When a mailbox is full, no new messages can be recorded.

Accessing Your voicemail

From home

1. Lift the phone and listen for dial tone.
2. Dial *86.
3. When prompted, enter your Passcode, then press #.

Away From home

1. Dial your Grande Communications phone number.
2. Press the # key anytime during your recorded greeting.
3. When prompted, enter your Passcode then press #.

Voicemail Guide Menu Options

When you access Voicemail, you will start at the Voicemail Box menu. There are several options:

MESSAGE OPTION	KEY
Listen to Messages	1
Change your mailbox busy greeting	2
Change your mailbox no answer greeting	3
Compose and send a new message	5
Delete all messages	7
Change your Passcode	8
Record your name	9
Repeat Options	#

Important: When using the Voicemail system, you can enter a menu choice at any time. You do not need to wait for the announcement to finish playing.

Setting Up Your Voicemail

The first time you use your Voicemail you will be required to set it up by changing the default Passcode and your name.

1. Lift the phone and listen for dial tone.
2. Dial *86 from home.
3. When prompted, enter your default Passcode, which is 9999, then press #.
4. Listen to the instructions for creating a new Passcode and enter your new 4 -10 digit Passcode, then press #.
5. When prompted, re-enter your new Passcode, then press #. Be sure to write down your Passcode so you do not forget it.

Setting Up Your Greetings

You can set up your Voicemail so that callers hear a different personal greeting if you don't answer, if the line is busy, or if you will be away from the phone for an extended period.

Personalize the No Answer Greeting

The No Answer Greeting cannot be turned off. A standard system greeting with your name will automatically be played unless you create a personalized No Answer Greeting.

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from home.
3. Press 3 for No Answer.
4. Press 1 to record a new greeting.
5. When prompted, record your greeting and press # when done.
6. If you are satisfied with the greeting, press * to save and the new greeting will be activated.

Changing a Personalized Busy Greeting

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from home.
3. Press 2 for Busy Greeting.
4. Press 1 to record a new greeting.
5. When prompted, record your greeting and press # when done.
6. If you are satisfied with the greeting, press * to save and the new greeting will be activated.

*Important: Be sure to record your entire personal greeting and press * to save and activate your new greeting before hanging up. If you hang up before you have activated your new greeting, the prior greeting will remain active.*

Listing to Messages

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from home.
3. Press 1. You will hear a recording about the number of messages in the folder and the first message will be played.

Listing to Messages (continued…)

OPTIONS MENU	KEY
Save message	#
Erase message	7
Repeat the message	2
Play the message envelope	5
Previous message	4
Next message	6
Call back the caller	8
Additional options	9
Previous Menu	*

Navigating during Playback

These navigation options are available while the message is playing:

MESSAGE OPTION	KEY
Pause Message	2
Skip backward	1
Skip forward	3
Jump to beginning	4
Jump to End	6

Important:
- *Each message includes the date and time the message was left.*
- *New messages are played first, then Skipped messages, then Saved messages.*
- *When you have listened to all your messages, you will be returned to the Guide Menu.*

Deleting Saved Messages

To delete saved messages and free up storage space:

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from home.
3. Press 1 to hear any new messages.
4. Press 7 to delete each message as it plays.

Changing your Passcode

You can change your Passcode as many times as you want – just make sure to keep track of the new Passcode.

To change your Passcode:

1. Lift the phone and listen for dial tone.
2. Dial *86 to access your voicemail from home.
3. Press *.
4. Press 8 to reach the Change Passcode Settings menu.
5. Listen to the instructions for creating a new Passcode.
6. Enter your new 4 -10 digit Passcode then press #.
7. Re-enter the new Passcode then press #.
8. Listen to the confirmation announcement and hang up.

Important: Should you forget your Passcode, don't hesitate to contact Grande Customer Service.

Note: You can use the Online Phone Manager to change your Passcode.

Understanding Your Equipment

You will receive a phone modem with your Grande Phone Service. This single device connects our network to your phones and home computer and is compatible with almost all existing cordless and non-cordless phones. The phone modem comes with battery backup so if your power goes down, your Grande Phone Service will still be available for up to 8 hours of standby time and up to 4 hours of talk time.

Front View of Phone Modem

If the modem is operating correctly the light sequence for Phone Modem will be:

Power (solid)
Us (solid)
Online (solid)
Link (Blinking)
Telephone (solid to what line is active on the modem)

Here is a guide to each light on a standard phone modem:

1. Battery
2. Telephone 2
3. Telephone 1
4. Link
5. Online
6. US (Upstream)
7. DS (Downstream)
8. Power

NOTE: Your modem may look different than the modem shown above. You can find more information about you modem www.mygrande.com/userguides.

If your system is connected and working properly these lights will be steady green. Many lights will blink if the device is in use. The Telephone 2 light will be dark if you only have one telephone line.

Important: If your modem is reset or if there is a problem, your lights will flash orange.

Back View of Phone Modem

1. Power Cord
2. Cable
3. Reset
4. USB
5. Ethernet
6. Telephone 2
7. Telephone 1

Troubleshooting Tips

Problem: No dial tone.

Try This: Check the lights on your phone modem (the device connecting your cable to your phone adapter).

- **Power Light** – should be solid. If not, verify that the device is plugged directly into a working power outlet.
- **DS (Receive) Light** – should be solid. If not, verify that the coax cable and power cord are plugged directly into the device. Unplug the power cord from the device and leave it disconnected for 60 seconds. Reconnect the power cord. If the receive light still does not light up solid, please contact your Grande Customer Support Center.
- **US (Send) Light** – should be solid. If not, verify that the coax cable andpower cord are plugged directly into the device. Unplug the power cord from the device and leave it disconnected for 60 seconds. Reconnect the power cord. If the send light still does not light up solid, please contact your Grande Customer Support Center.
- **Online Light** – should be solid.
- **Link (PC) Light** – should be blinking. If not, verify that the Ethernet cable is plugged in to both the cable modem and the phone adapter. Unplug the power cord from the phone adapter and leave it disconnected for 60 seconds. Reconnect the power cord. If you still do not have dial tone, please contact your Grande Customer Care Center.
- **Telephone 1 Light** – should be steady green when a device is connected. They will blink if the device is in use.
- **Telephone 2 Light** – should be steady green when a device is connected. They will blink if the device is in use. Will be dark if you only have one telephone line.
- **Battery Light** - should be steady green. It will blink if there is a problem with the battery. Your connection should not be affected by the status of the battery light as long as you have power to the phone modem. If the battery light is off, make sure the Modem is plugged in and the battery is securely connected. If the light off or flashing, please contact your Grande Customer Support Center.

Make sure that all phones are on the hook and that cordless phone batteries are charged. Plug the phone directly into the phone adapter to determine if the issue may be related to wiring inside your home. Try to plug a working corded phone into different jacks to find out if the issue is isolated to one phone or jack.

Problem: Cannot Receive Calls.

Try This: Check all phones to be sure that the ringers have not been turned off and to see which phones are affected. You should also make sure that you do not have Call Forwarding or Do Not Disturb features activated. Verify the phone modem is connected to the phone or installation phone jack.

If all phones are affected, please contact your Grande Customer Support Center.

Problem: Calls Disconnecting or Can't Hear the Other Side of the Conversation.

Try This: Check all phones to see if only specific phones are affected by this problem. If using a cordless phone, test with a non-cordless phone if possible. If only certain phones are susceptible, check connections or replace the phone itself.

Verify the type of call the other party is making. If they are using a cell phone, your conversation could be affected by reception difficulties. If the call is a local or long distance call from a standard phone line and you are still experiencing problems, please contact your Grande Customer Support Center.

Problem: I Am Getting Short Rings on My Phone and No One is There When I Answer.

Try This: If your phone is giving only one short ring, you may have Call Forwarding activated on your line. Please refer to call forwarding status in the phone section to verify call forwarding status.

Problem: One of My Phone Jacks is Not Working.

Try This: Try plugging another phone into the jack to verify that the problem is not the phone itself. Check every phone and make sure they are securely plugged in. If you continue to experience problems with the jack, call the Grande Customer Support Center.

Problem: My Personal Answering Machine is Not Working.

Try this: Verify that Grande Voicemail is disabled. You can disable Voicemail through our Online Phone Manager located at http://phonemanager.mygrande.net or by contacting Grande Customer Service.

FAQ's

Where can I view detailed call information?

Call history itemization is available through our Online Phone Manager tool located at https://phonemanager.mygrande.net.

Can I restrict international calling?

Yes. Contact Grande Communications if you would like to put a block on all international calls.

Can I use my own answering machine?

Yes, however you will need to disable Grande voicemail. You can disable Voicemail through our Online Phone Manager located at http://phonemanager.mygrande.net or by contacting Grande Customer Service.

Note: voicemail is enabled by default if voicemail feature is activated.

Will fax machines work with Grande Communications Phone service?

Yes, Phone service is compatible with most fax equipment brands; however the baud rate may need to be set on low and error correction may need to be disabled.

Can I use my existing telephone and caller ID equipment?

The majority of cordless and non-cordless phones, caller ID units, answering machines, fax machines and alarms will work with Grande Communications Phone service. We suggest you test your equipment once your Grande Communications Phone service is installed.

Can I watch TV and surf the Internet while I'm on the phone?

Yes, you can use all three services at the same time, on the same wall outlet.

If my TV service stops working will I still be able to make phone calls?

In most cases an interruption in TV service should not affect your phone. However, outages can cause an interruption in your Phone service. All Grande Phone services include our Outage Protection service. In case of an outage, this service will redirect incoming calls to another phone number so you never miss an important call. Remember to activate this service in order for it to work.

What is E911? Does Grande Communications Offer E911 service?

E911 (Enhanced 911) has the benefit of automatically transmitting your telephone number and location to the 911 Operator. E911 automatically comes with your Grande Communications Phone Service at no charge.

Important: If for any reason you need to move the phone modem or take it to another residence, please contact the Grande Customer Support Center so your E911 service is maintained.

Do I need to buy a special type of phone or other equipment?

No, your current home phone will work with Grande Phone service.

Will my fax machine work with Grande Phone service?

Grande Phone service is compatible with most fax equipment brands. If you have Basic, Essential or Optimum Phone service, make sure that your fax speed is set to the lowest level.

Will my current answering machine work with Grande Phone service?

Yes, your answering machine will work with our Phone service. If you currently have Grande Voicemail service set up, you will need to disable Grande Voicemail. Customers with access to the Online Phone Manager can disable voicemail through the online manager. If you do not have access to online phone manager please Contact Customer Service to disconnect voicemail service.

Can I select my own phone number?

Grande doesn't provide vanity numbers, however we do offer a selection of available numbers from which you may choose.

Can I keep my current phone number?

Yes, with Grande you can port your landline number over from most other providers within the same service.

Note: The phone number must be active with the current provider for porting.

I am trying to set up my home voice mail for the first time. What is the default passcode?

The default passcode is 9999. After you enter the default passcode, press # and then listen to the instructions for creating a new, personalized passcode.

How to Read Your Monthly Bill

Your Monthly Bill from Grande Communications is Easy to Read

- A quick summary of charges on the front page gives you accurate fees at a glance.
- Detailed charges on following pages allows you to see all your current transactions.
- Special announcement, customer service information and payment instructions are in special sections that are easy to find and understand.
- Larger format is clear, simple and color/highlighted sections helps differentiate various charges.

Go Green!
Sign Up For Paperless Billing

You can set up paperless billing by visiting billing.mygrande.com

Understanding your Monthly Bill

1 Account PIN
You will be prompted by Customer Service to provide this 4-digit security PIN when inquiring about your account.

2 Contact Us
Flexible options to help you reach us.

3 Summary
Total charges, payments, credits and balance due.

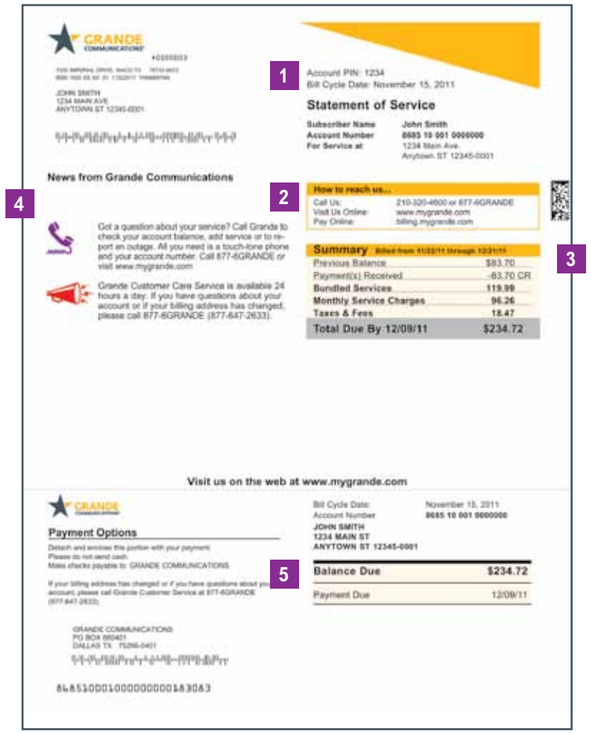
4 Messaging Center
Important account information or news from Grande.

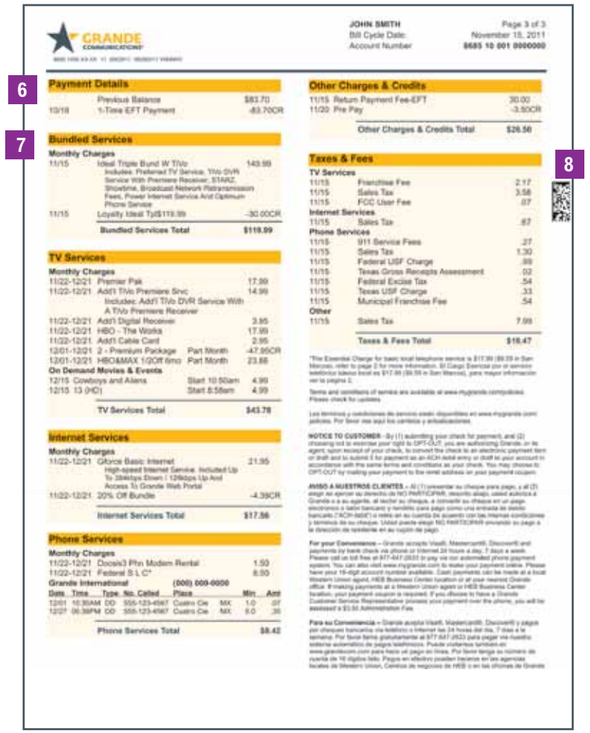
5 Payment Coupon
Simply tear it off and return with your check/money order.

6 Payment Details
Transaction information during this billing period.

7 Detailed Charges
Detailed charges for each service that you have with Grande.

8 Taxes and Fees
Consolidated detail of taxes and fees applied to your account, in one simplified section.


1
Account PIN: 1234
Bill Cycle Date: November 15, 2011
Statement of Service
Subscriber Name John Smith
Account Number 8685 10 001 0000000
For Service at 1234 Main Ave. Anytown ST 12345-0001
4
News from Grande Communications
2
How to reach us...
Call Us: 210-320-4600 or 877-6GRANDE
Visit Us Online: www.mygrande.com
Pay Online: billing.mygrande.com
Got a question about your service? Call Grande to check your account balance, add service or to re-port an outage. All you need is a touch-tone phone and your account number. Call 877-6GRANDE or visit www.mygrande.com
Grande Customer Care Service is available 24 hours a day. If you have questions about your account or if your billing address has changed, please call 877-6GRANDE (877-647-2633).
3
Summary Billed from 11/02/11 through 12/31/11
Previous Balance $83.70
Payment(s) Received -83.70 CR
Bundled Services 119.99
Monthly Service Charges 96.26
Taxes & Fees 18.47
Total Due By 12/09/11 $234.72
Visit us on the web at www.mygrande.com
Payment Options
Bill Cycle Date: November 15, 2011
Account Number 8685 10 001 0000000
JOHN SMITH
1234 MAIN ST
ANYTOWN ST 12345-0001
5
Balance Due $234.72
Payment Due 12/09/11



This is a sample bill for demonstration only. Specific services subject to availability. Please contact Grande for details.

GRANDE RETAIL CENTERS

AUSTIN: 1923 East 7th Street, Suite 100 | Austin, Texas 78702

CORPUS CHRISTI: 6441 Saratoga Blvd. | Corpus Christi, Texas 78414

DALLAS: 500 Tittle Drive, Suite 400 | Lewisville, Texas 75056

MIDLAND: 3001 Cuthbert | Midland, Texas 79701

ODESSA: 2401 East IH20 | Odessa, Texas 79766

SAN ANTONIO: 6555 San Pedro Ave. | San Antonio, Texas 78216

SAN MARCOS: 401 Carlson Circle | San Marcos, Texas 78666

WACO: 7200 Imperial Drive | Waco, Texas 76712

WEBSITE: www.mygrande.com

PHONE: 866-247-2633

IMPORTANT CUSTOMER INFORMATION

TiVo Service Number: (can be found on the back panel of your TiVo Premiere Box from Grande)

_____

Customer Email Address:

_____

Customer Username:

_____

Customer Password:

_____

Home Networking Password:

_____

Account Phone Number:

_____

Voicemail Password: (default set to 9999)

_____

Account PIN:

_____

GRANDE
COMMUNICATIONS®
Here For You